OpenPhone 26
OpenPhone 27

on the OpenCom 100 Communications System

DeTeWe

Your connection to the world

User Guide

Welcome to DeTeWe

Thank you for choosing this DeTeWe product. Our product meets the strictest requirements with regard to quality and design.

This User Guide will show you how to use your OpenPhone 26 or OpenPhone 27 and answer most of the questions that may arise.

If you require further technical support or information about other DeTeWe products, please refer to our website at

www.detewe.de.

It provides additional notes and tips on the product.

OpenCom 100 Product Family

This user guide applies to the OpenCom 100 product family comprising the OpenCom 107, OpenCom 130, OpenCom 131, OpenCom 150 and OpenCom 510 systems.
If a reference is made in the text to the OpenCom 100, the description applies to all systems; if the individual characteristics are different, a special note is given.

We hope you enjoy using OpenPhone.

Contents

OpenPhone 26/27 on the OpenCom 100 Communications System 5

General Information 5
You Need Authorisation 5
The Glossary 5
Further Documentation 6
Safety Precautions 6
Conformity 7
Scope of Delivery 7

Your Telephone's Features 8

Using Your Telephone 8
General Information 8
Power Supply 8
Usage 8
DECT and GAP 8
Additional Notes 9

Installation 10
Installation Site 10
Inserting/Removing the Battery . 10
Installing the Charging Station . . 11

Important Information About the Battery 11
Charging and Discharging 12

Charging the Battery 12
Commissioning 12
Charging and Operating Times . . 12
Charge Display 13

Commissioning 14
Handset Subscription (Checking In) 14
Background Information 14

Displays, Keys and Symbols 16
Displays 18
Symbols in the Display 18
Text Lines 19
Softkey Line 20
Illumination 20

Softkeys and Other Keys 20
Softkey: Arrow Keys 21
Softkey: OK 22
Softkey: Esc 22
Softkey: Redial 22
Softkey: Menu 22
Automatic Hide 22
Receiver Key 23
Loudspeaker Key 23
Info Key 23
Cancel Key 23
Signal Key 23
Hash Key 23
Star Key 23
Number Keys 23
The locking of your telephone interface by the system administrator 25

Telephoning 26

General Information 26
Description of Operating Steps . . 26
Switching the Handset On/Off . . . 26
Speaker/Hands-free Use 26
Muting 26

Visual Call Indicator 27
Time/Alarm 27
Internal and External Telephone Numbers 27
Multiple Connections 27
DTMF Postdial/VF Signalling 27
Call-charge Display 27
Redialling 28
Telephone Lock 28
Blocked/Unblocked Call Numbers. 28
Keypad Dialling 28
Least Cost Routing (LCR) 28
Transmission of Call Numbers 29
Calls in the Call-waiting Queue . . . 30
Menu Before and During a Call . . . 30
"Selection" Menu in the Idle State 31

Making External/Internal Calls 32
Seizing an External Line Manually or Automatically and Entering of Call Numbers 32
Making a Call 33
Making a Call from the Redial List 34
Making a Call from the Phone Book 34
Making a Call from the Call List . . . 35
Voicebox Queries 36
Ending a Call 36
Using Routes to Make Calls 37
"Calling …" Menu 37
"Busy" Menu 39
Menu During a Call. 40

Accepting Calls 40
Normal Call 40
VIP Calls 41
Calls During a Conversation 41
"Call" Menu 42
"Call-Waiting" Menu 42

Enquiry, Toggling, Transfer and Conference 43
Enquiry/Toggling by Means of the R-Key 43
Transferring an Internal/External Call to an Internal Subscriber . 43
Transferring an External Call to an External Subscriber. 44
"Subscriber on Hold" Menu 44
Internal/External 3-Party Conference 45
"Conference" Menu 46

Special Calls/Conversations 47
Accepting an Appointment Call. . . 47
Baby Call. 47
Doorbell, Door Opener 48
Entrance Intercom Calls. 48
Announcements 49
Answering a Callback. 50

Making Calls from the Telephone Book 50
The OpenCom 100 Telephone Book. 50
"Phone book" Menu. 51
Speed-Dialling 52
Add Phone Numbers to Phone Book from Lists or During a Call 52
Your OpenPhone 26/27's Local Phone Book 53

Features and Menus 55

How to Set Features 55
Using Menus 55
Using the Star and Hash Keys. 55

The Menus 56
"Main" Menu 56
"Calls" Menu 57

"Call forwarding" Menu 59
"Messages" Menu 61
"Phone settings" Menu 63
"Protection" Menu 69
"Connections" Menu..... 70
"Phone book" Menu 71
"Voicebox" Menu..... 72
"Central settings" Menu..... 73
"Info" Menu 74
"Active features" Menu 75

USB Connection 76

Updating the Software 76
General Information..... 76
Procedure 76

Data Communication 78
General information..... 78
System prerequisites 78
Notes on the data application ... 79

Installing the Software 79
Installation sequence..... 79
Important prerequisite for installation 79
Installing the software..... 79

Internet Access 82
Access via the OpenCom dial-up interface (RAS)..... 82
Access via a PC dial-up interface . 82
Setting up the OpenPhone 27 ... 83
Settings for an Internet connection via the PC dial-up network .. 84
Setting up the dial-up networking access..... 84
Setting up the OpenCom dial-up network access (RAS) 85

Removing the Driver 86

Appendix 87

Care and Maintenance 87

OpenPhone 27 with a MEM card 88
General Information..... 88
Operation with/without MEM card..... 88
Inserting the MEM card 88
Removing the MEM card 89

Technical Data 90

Notes on disposal 91

OpenPhone 26's Main Menu 92

OpenPhone 27's Main Menu 93

Index 94

OpenPhone 26/27 on the OpenCom 100 Communications System

General Information

The OpenPhone 26 and the OpenPhone 27 are cordless system terminals for use in conjunction with the OpenCom 100 communications system. The newly designed menus allow you to use and access your system's many features quickly and easily.

The OpenPhone 26 and the OpenPhone 27 have the same functionality. They differ in the size of the display and in a few case with regard to the text displayed in the display. Each difference is pointed out in this user guide. The OpenPhone 27 has an additional headset port and an interface with which the device can be connected to a PC. Thereby the device can also be used for data communication, for example, surfing the Internet.

You can activate the features and programme functions on the telephone itself, or equally conveniently, use the **Configurator** of the OpenCom 100.

Get to know your telephone equipment. You will discover many new functions that simplify communication and organisation considerably.

You Need Authorisation

Most of the features mentioned in this user guide are only available to you if you have the appropriate user authorisation. This will be set up by your system administrator when configuring the communications system.

If you are unable to use a particular feature or have any questions, consult your system administrator.

The Glossary

These operating instructions describe all the basic functions of your telephone. Should you require further information on the system's features, please refer to the glossary provided with your communications system.

Further Documentation

Refer also to the other documentation supplied with the components of your telephone system. You can find this documentation on the OpenCom 100 product CD.

Safety Precautions

Only use this product in countries where the relevant authorities have authorised its operation.

Please observe the following notes on safety when setting up, connecting and using your telephone:

- Place the charging station on a non-slip base.
- Do **not** place either the handset or the charging station system

  –: near water, moisture or in damp locations,

  – near heat sources,

  – in direct sunlight,

  – near other electrical equipment.
- Protect your telephone from moisture, dust, corrosive liquids and fumes.
- Do not use your telephone in damp rooms (e. g. bathroom) or in areas where there is a risk of explosion.
- Connect to approved accessories only.
- Use the supplied AC adapter (no. 4512132) only.
- Do not use AC adapters that show visible damage (e. g. cracks in the housing).

WARNING!
Never
– open the telephone yourself!
– touch the plug contacts with pointed, metallic objects!

- Simply wipe your telephone with an antistatic or slightly damp cloth. Never use a dry cloth or a cleaning agent.
- Research has shown that in certain cases mobile telephones (DECT) that are switched on can affect medical equipment. If you are using mobile telephones within a medical establishment, then please observe its regulations.

Conformity

The CE symbol on the product confirms that it meets the technical guidelines on user safety and electromagnetic compatibility valid at the time of issue of the corresponding conformity declaration in line with European Directive de.99/5/EC.
The Declarations of Conformity can be viewed at the DeTeWe web site at http://www.detewe.

Scope of Delivery

As a package, the OpenPhone 26 includes

- a handset
- three batteries

As a package, the OpenPhone 27 includes

- a handset
- three batteries
- data cable
- belt clip
- MEM Card (see also *OpenPhone 27 with a MEM card* starting on page 88)

The charging station package includes

- a charging station
- a 230 V AC adapter plug (no. 4512132) with a connecting cable

Your Telephone's Features

Using Your Telephone

General Information

The OpenPhone 26/27 is a cordless telephone designed for operation in the OpenCom 100 communications system. In addition to convenient softkey control of system features, this telephone also offers a variety of features that allow you to make calls more easily. You can also operate your handset in other communications systems, which means you can use the same handset in different places. Furthermore, it is possible to operate the handset in communications systems made by other manufacturers, as long as they meet the GAP standard.

Power Supply

This product requires a 230 V alternating current power supply. This product can only be switched off by removing the adapter plug from the mains socket.

The mains supply voltage in some countries is 110 V. The corresponding adapter plug can be obtained as accessory. Please consult with customer service of your supplier for this.

Usage

This handset, like any cordless telephone, operates using radio signals, which do not always guarantee a connection being established under all circumstances. For this reason, you should never rely solely upon any cordless telephone for essential communication (e. g. medical emergencies).

DECT and GAP

Your handset uses a digital radio connection in accordance with the DECT (Digital Enhanced Cordless telephone) standard for the connection to the base station. The digital channel guarantees superior voice quality without static or background noise. For signalling between the communications system and the handset, the OpenPhone 26/27 uses the Generic Access Profile (GAP).

The Generic Access Profile (GAP) and the DECT standard define processes

used by digital cordless telephones to establish connections. The GAP standard is not manufacturer-specific so it is possible to combine the communication systems and handsets of different vendors. The basic functions (making and receiving calls) are always possible with these combinations, but other functions provided by your OpenCom 100 communications system together with your handset (e. g. display of call numbers or call charges) may not be available when communications systems produced by other manufacturers are used.

Additional Notes

Depending on the digital transmission in the frequency range used and also on the technical environment within the range of coverage, silent zones may occur. In this case, transmission quality can be diminished by multiple, short transmission gaps. Slight movement out of the silent zone will restore typical transmission quality. The connection will be lost if the handset is moved out of range.

In order to avoid radio coupling into other electronic equipment, we recommend the maximum possible distance (min. 1m) between the charging station / handset and other devices (e. g. radios, loudspeakers etc.)

Before using the handset, people with hearing aids should note that radio signals can couple into hearing aids and if strong enough can cause an unpleasant buzzing sound.

Installation

Installation Site

Place the charging station on a flat, even surface. Do not place the charging station or accessories near:

- water, moisture or damp areas
- heat sources, direct sunlight or inadequately ventilated areas
- devices that produce strong magnetic fields, electrical devices, fluorescent lamps, computers, radios, television sets, fax machines and telephone terminals
- areas where the equipment may be covered, penetrated by fluids and where its ventilation is impaired
- areas where there is excessive dust, and areas subject to vibration, shock or extreme temperature fluctuations

Place and/or store the handset and accessories out of the reach of small children.

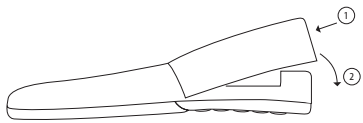
Inserting/Removing the Battery

Use **type AAA** batteries only. Replacements can be obtained through your supplier.

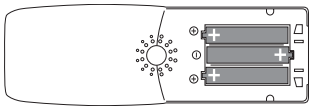
To insert/remove the battery pack, proceed as follows:

Opening the battery compartment
To unlock the battery compartment cover, use a pointed object (e. g. a ballpoint pen) and push it into the hole at the bottom of the handset (1) while lifting the cover away as illustrated (2).

Closing the battery compartment
After you have inserted the batteries (see next paragraph) hold the cover against the battery compartment at a slight angle (1) and push it down until it snaps shut (2).



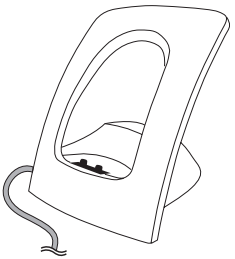
Battery polarity
Observe the correct polarity when replacing the batteries. The +/- symbols in the battery compartment must correspond to the +/- symbols of the batteries. The batteries can be inserted without exerting force. Attempting to insert the batteries with incorrect polarity can cause the handset to be damaged.



Installing the Charging Station

To operate the charging station you need a 230 V AC mains connection.

Connect the cable of the adapter plug to the socket on the underside of the charging station, and then insert the adapter plug into the mains socket.



Installing the charging station

Important Information About the Battery

Use the battery only as directed. Never use a damaged or flat battery.

Heat and cold reduce the performance and the lifetime of the battery. A handset with either a hot or a cold battery may not function temporarily, even when the battery is fully charged.

Dispose of used batteries in accordance with local regulations. Please make use of any recycling facilities available.

Never throw a battery into a fire.

Charging and Discharging

The battery can be charged and discharged hundreds of times, but it will eventually be used up. When the operating time (i. e. talk and stand-by time) has become noticeably shorter than normal, the battery should be replaced.

In order to achieve long operating times, you should discharge the battery at intervals by not placing the handset in the charging station and leaving it switched on until it switches itself off. Only use this method to discharge the battery.

Extreme fluctuations in temperature have an effect on the charging capacity of the battery.

Charging the Battery

Commissioning

Charge the batteries for approx. five to six hours before using your handset for the first time. This safety measure extends the lifetime of your batteries. The maximum performance of the batteries is only reached after three to five charging/discharging cycles.

Place the handset in the charging station regularly in order to reach the optimum battery charge.

Be careful to observe the correct polarity when replacing the batteries. It is absolutely essential that you only use rechargeable batteries authorised by the manufacturer. The manufacturer does not accept any responsibility for malfunction or damage when other types of rechargeable battery or normal batteries are used.

Charging and Operating Times

Charging time
5 - 6 hours (for fully discharged batteries)

Talk time
OpenPhone 26: up to 20 hours (fully charged)

OpenPhone 27: up to 14 hours (fully charged)

Stand-by time
OpenPhone 26: up to 200 hours (fully charged)

OpenPhone 27: up to 140 hours (fully charged)

Note: Batteries with an unknown charging status are fully charged in approx. 14 hours.

Charge Display

The charging status of the battery is shown in the display as follows:

OpenPhone 26's Charge display

75 - 100 % charged

50 - 74 % charged

25 - 49 % charged

0 - 24 % charged

(Frame flashes) Battery nearly discharged

OpenPhone 27's Charge display

81 - 100 % charged

61 - 81 % charged

41 - 60 % charged

21 - 40 % charged

0 - 20 % charged

(Frame flashes) Battery nearly discharged

Your handset has a battery management system that has to determine the limits of the battery charging status before it can display an accurate charge level.

When the battery has been replaced, the charge level is not correctly displayed until a whole charge and discharge cycle has been completed.

When the handset is in the charging station, the flashing or lit sections indicate charging and the charge level.

Charge warning
When the battery capacity is nearly exhausted, the battery symbol will flash in the display.

If you are making a call at the time, you still have up to three minutes of talk time before the handset switches itself off. If you are not making a call and the handset is not in the charging station, "Battery empty" appears in the display. You can no longer make a telephone call now.

Commissioning

Handset Subscription (Checking In)

Your handset can be operated in up to ten different communications systems. To be able to do this, it must be subscribed to every system, this means: the handset must be checked in.

Normally the check-in operation is performed when commissioning the handset. If you are operating your handset in the OpenCom 100 communications system, checking in your handset will be done by your system administrator.

For the communications systems of other manufacturers:
Enrol your handset in the communications system as described in the chapter *"Phone settings" Menu* starting on page 63 (section "System").

Background Information

Checking in
The OpenCom 100 check-in operation for handsets is initiated via the Web console, either by the system administrator or by a user with administrator rights. You will need the following information if you wish to subsequently subscribe a handset yourself.

There are two check-in procedures. Depending on which procedure is used, there are different time limits for the completion of the procedure and you may also have to enter an authentication code.

- Simplified procedure: The handset must be subscribed to the communications system within three minutes. This convenient procedure enables you to subscribe any DECT telephone within this short period of time ("the next handset is being subscribed"). All menu items in the "Subscription" menu must be confirmed with OK.

- Secured procedure: The handset must be subscribed within one hour. You will need to know the IPEI of your handset and you may also have to enter an authentication code (AC) for this procedure. The IPEI can be read out from the handset's "System" menu (see page 65); the AC can be obtained from your system administrator or read out from the **PBX Configuration: Ports: DECT Phones** menu in the **Configurator** of the OpenCom 100 (Web console).

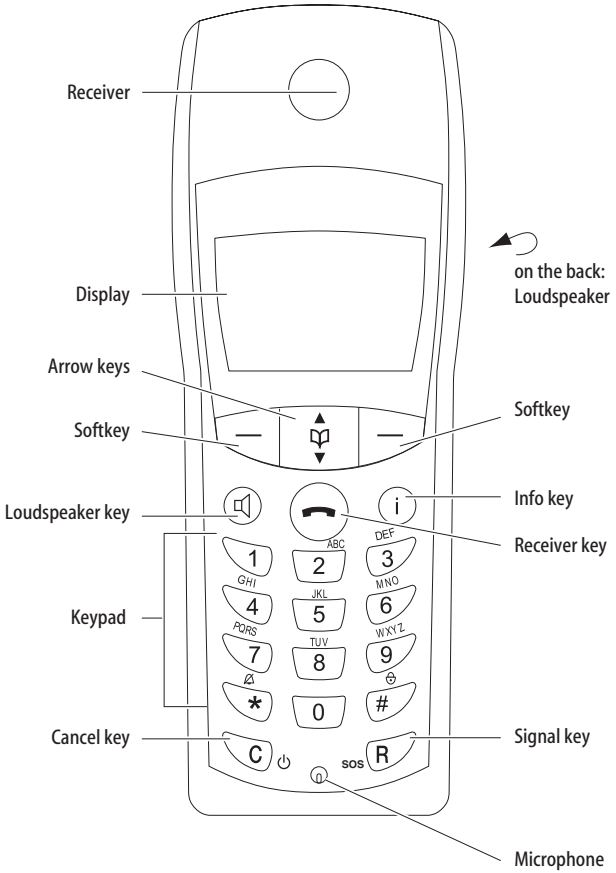
Subscription
The handset will store a subscription record for each communications

system it has been checked into. Each subscription record includes a name; whenever the handset enters the range of a base station, this name will be appear in the handset's display.

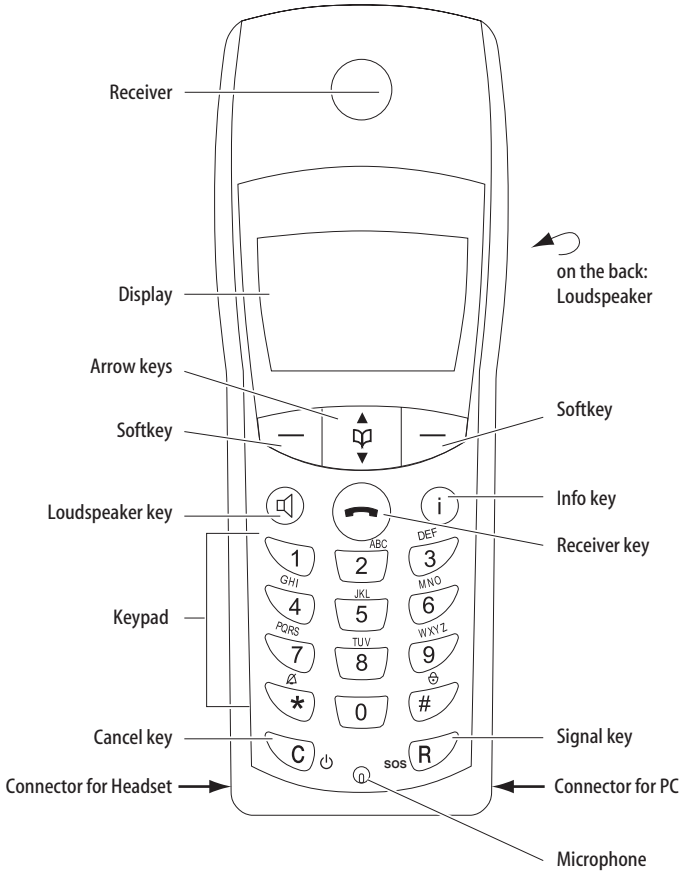
Registration

Once the handset has been subscribed to (checked into) one or more communications systems you can make and receive calls. If you have activated the **Auto Search** feature (see page 65), the handset will automatically register with the nearest base station in its range (provided the handset is in the idle state). If you do not want to use the auto search feature, you can register the handset with a base station using the subscription record stored in the handset.

Displays, Keys and Symbols

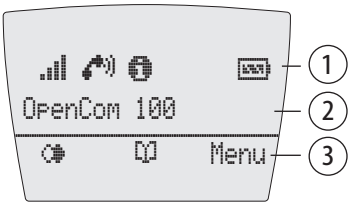


Operating Elements on the OpenPhone 26

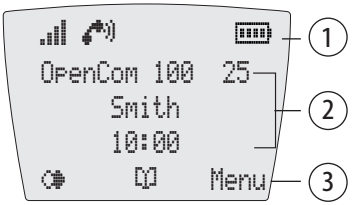


Operating Elements on the OpenPhone 27

Displays



OpenPhone 26's Display



OpenPhone 27's Display

1 Symbol line (see page 18)

2 Text lines: **one** line on an OpenPhone 26, **three** lines on an OpenPhone 27 (see page 19)

3 Softkey line (see page 20)

Symbols in the Display

Quality of the radio connection (four bars means a stable radio connection; a single bar means an unstable radio connection)

Call state (receiver key pressed)

Call state (speaker/hands-free activated)

Microphone switched off

Ringer switched off

OpenPhone 26:
Battery charging status (refer to *OpenPhone 26's Charge display* starting on page 13)

OpenPhone 27:
Battery charging status (refer to *OpenPhone 27's Charge display* starting on page 13)

You have activated the keypad lock.

Redial list

OpenPhone 26
You have received calls or messages (short messages, E-mail).

OpenPhone 27
You have received messages (short messages, E-mail).

You have received a voice box message. This requires a voicemail system to be connected to your communications system. The symbol is only visible if there is no active connection to the communications system.

Telephone book (see page 50)

OpenPhone 27 only:
You have programmed and activated a local alarm (see page 67).

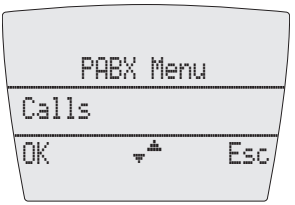
OpenPhone 27 only:
Your handset is checked in as "OpenPhone + Data" and is thus ready for use with data applications.

Text Lines

The middle line on the OpenPhone 26 and the three middle lines on the OpenPhone 27 information on the current connection state or menu lists and texts are displayed.

In *the call state you see in the display* the call number or name of caller/ called subscriber.

OpenPhone 26
In the idle state, the display shows the user name programmed for the handset (see page 69) and the internal call number that you entered during enrolment (see page 66). If the handset is registered on multiple base stations, the name of the active base station and the internal call number for the handset are displayed.



Text line on an OpenPhone 26

OpenPhone 27
In the idle state you see the name of the communications system to which the handset is currently subscribed, the internal call number that you entered during enrolment (see page 66), the user name pro-

grammed for the handset (see page 69) and the current time.

Selection lists (e.g. telephone book) and the Features menu are displayed in three line extracts. Use the arrow keys to scroll up or down. Items that can be selected are displayed with a dark background.

Text lines on an OpenPhone 27

Softkey Line

The texts and symbols in this line refer to the keys underneath. The contents of the line change according to the operating status.

Illumination

The display is automatically illuminated when calls are received or when you press a key. The illumination is automatically switched off again ten seconds after the last key was pressed.

Softkeys and Other Keys

The two keys below the display, as well as the arrow keys, are known as softkeys. The functions assigned to the keys are shown in the lowest line of the display. The key function changes automatically according to the operating status of the handset.

Softkey: Arrow Keys

Above the arrow keys you will see symbols that identify the individual functions of the arrow keys:

OpenPhone 26	OpenPhone 27	Function
		The “up” arrow key allows you to select telephone numbers from the phone book of your communications system OpenCom 100.
		The “down” arrow key allows you to select telephone numbers from the local phone book of your telephone.
		When you are entering telephone numbers or names, you can make changes by moving a cursor. The arrow keys allow you to move the cursor to the beginning or end of the entry.
		If a selection list (e.g. phone book or menu) is displayed, you can use the arrow keys to scroll to the desired entry. If a continuous text is shown (e.g. a message), you can scroll up and down through the text with the arrow keys.
		During a call you can change the volume of the receiver/loudspeaker using the arrow keys (with the OpenPhone 27 also the volume of the headset).

Softkey: OK

Press OK to confirm the selected function.

If a function only has one quick-switch option, it is operated by this key. Active settings (ON) are indicated by a "v" next to the relevant item; inactive settings (OFF) are indicated by a "-".

Softkey: Esc

Press the Esc softkey **briefly** to exit the section of the menu currently displayed. You will then see the selection from the previous menu or the current idle or call display.

When you navigate within the menu and **press and hold** the Esc softkey the menu closes and the telephone is in idle state again.

Softkey: Redial

Allows you to select a telephone number from the redial list.

Softkey: Menu

A **long** key press in the idle state displays the main menu. Here you can edit all the phone settings. The individual menus are explained in the chapter entitled *"Main" Menu* starting on page 56.

A **short** key press invokes a menu that depends on the handset's state. This menu only displays the relevant operations that can currently be performed.

Automatic Hide

Menus are automatically hidden under the following circumstances:

- Whenever you receive a call while your phone is in the idle or call state.
- In the call state, when you perform input that requires invoking a new, call-dependent menu (e. g. you press the R-key R to make an enquiry).
- If you press a softkey that invokes a menu other than the one currently displayed.
- If you are in a menu and a caller calls you, the caller hears a busy signal. A menu is exited automatically if for a period of time no input is made.

If you have saved your input in a menu, it remains saved when you leave the menu.

Receiver Key

The receiver key has the same function as lifting or replacing the receiver of a normal telephone.

Loudspeaker Key

This key activates the speaker or hands-free mode.

Info Key

By means of this key you can access the various lists (e. g. the call list) as well as view and change currently activated features (e. g. call protection, call forwarding).

If there are new calls, e-mails, short messages or voicebox messages, then on the …

… OpenPhone 26 the Info symbol flashes slowly in the display

… OpenPhone 27 the Info key flashes.

Note: In order to be able use the Info key, your communications system must be using a software version of at least 5.22.

Cancel Key

This key cancels your menu selection without saving the previous entry. If you are entering numbers or letters, this key deletes the last character. Holding pressed deletes the complete entry.

Signal Key

This key initiates an enquiry during a call. Holding this key pressed in the idle state dials the SOS number (if one has been stored).

Hash Key

Long key press in the idle state switches the key lock on. An active keypad lock is displayed with a symbol in the symbol line. To unlock the keypad, press the softkey under this symbol and then the key.

Star Key

Long key press in the idle state switches the ringer on and off.

Number Keys

The number keys are used to directly enter telephone numbers and names, including Vanity phone numbers.

When entering text, you can use the arrow keys to move the cursor to the beginning or end of the entry. The key deletes individual numbers/characters. The Esc key cancels the entire procedure.

The cursor moves on automatically if there is input or no new character for a time. The input position moves on automatically when you do not enter any characters for a few seconds or when you enter a new character. Press and hold the desired key to shift from upper- to lower-case letters. This setting remains active until you leave the menu or press and hold down a key to shift to upper-case letters again.

You can enter the following characters by pressing the number keys several times:

Key	Upper-case letter	Lower-case letter
1	1?!,.:;"'	1?!,.:;"'
2	ABC2ÄÅÀÁÃÆÇ	abc2äåàáãæç
3	DEF3ÈÉÊË€	def3èéêë€
4	GHI4ÌÍÎÏ	ghi4ìíîï
5	JKL5	jkl5
6	MNO6ÑÖÒÓÔÕØ	mno6ñöòóôõø
7	PQRS7ß	pqrs7ß
8	TUV8ÜÙÚÛ	tuv8üùúû
9	WXYZ9	wxyz9
0	OpenPhone 26: 0 (space) @ $ & * - + = ~ ^ % OpenPhone 27: 0 (space) @ $ &	OpenPhone 26: 0 (space) @ $ & * - + = ~ ^ % OpenPhone 27: 0 (space) @ $ &
*	OpenPhone 26: A -> a a -> A OpenPhone 27: * - + = ~ < > ^ %	OpenPhone 26: A -> a a -> A OpenPhone 27: * - + = ~ < > ^ %

Key	Upper-case letter	Lower-case letter
#	OpenPhone 26: # ( ) { } [ ] / \ < > OpenPhone 27: # ( ) { } [ ] / \	OpenPhone 26: # ( ) { } [ ] / \ < > OpenPhone 27: # ( ) { } [ ] / \

The locking of your telephone interface by the system administrator

The system administrator can lock your telephone's interface via a setting for your user group. With the exception of the number keys and the receiver key, all keys of your telephone then have no functionality.

- You can then make calls with your telephone but no system functionality can be configured.
- The redial functions, telephone books of the communications system, Info menu and state dependent menus are not available. (These menus are opened by a short press on the Menu softkey, they are described in the *Telephoning* starting on page 26 chapter.) The local telephone book, however, is accessible as the lock only affects the functionality of the communications system.
- Additionally you can turn on and turn off the telephone lock of your telephone (see also *"Protection" Menu* starting on page 69).
- If the system administrator has authorised you, you can set the time group if the communications system (see also *"Central settings" Menu* starting on page 73). If your user group authorisation changes according to the time group, then it is possible that the interface lock of your telephone will be cancelled.

Please consult your system administrator if you have questions concerning your authorisation.

Telephoning

General Information

Description of Operating Steps

The following descriptions list all the softkey functions of the left and right key below the display. These functions can be activated by pressing the arrow keys or the OK softkey.

Switching the Handset On/Off

You can switch the handset off by pressing ⏻ for longer than one second in the idle state. You switch it on by pressing ⏻ again or by placing the handset in the charging station. No ringer or alarm signal is emitted (e. g. for an appointment call) while the handset is switched off.

Speaker/Hands-free Use

To allow several people in the same room to take part in a call, press the loudspeaker key 🔊 during a call. Repeat to switch off.You will achieve the best quality when the handset is in a vertical position; in other words when neither the loudspeaker nor the microphone are covered.

Setting the volume
During a call you can adjust the speaker or loudspeaker volume (with an OpenPhone 27 also the headset volume) to one of a number of levels (three levels with an OpenPhone 26, seven levels with an OpenPhone 27). You can monitor the setting in the display.

To adjust the earpiece (or the headset) volume, press the arrow keys; to adjust the loudspeaker volume, switch the loudspeaker on and then press the arrow keys.

Note: When the telephone is in its idle state again, it reverts to the default menu setting. You can change the default setting in the "Phone settings" menu (see also *"Phone settings" Menu* starting on page 63).

Muting

During a call you can switch your handset's microphone off with Mute. The person at the other end of the line can no longer hear you. Unmute switches it back on.

Visual Call Indicator

The receiver symbol in the display flashes and the display illumination is switched on to indicate an incoming call.

Time/Alarm

In the idle state, the display shows the current communications system's time. The time is automatically updated after an external call. After going into operation for the first time or changing the batteries, it can take a moment before the OpenCom 100 communications system transmits the current time.

The OpenPhone 27 also has a programmable alarm function. For details, please refer to page 67.

Internal and External Telephone Numbers

The internal and external telephone numbers at which you can be reached are assigned when your OpenCom 100 communications system is set up.

Multiple Connections

Two calls can be made to your handset simultaneously. This means that you can telephone with two parties, toggle between these connections or initiate a 3-party conference. Any further callers will hear a busy signal.

If the system administrator has configured a call queue, further calls will enter this queue (see also the section *Calls in the Call-waiting Queue* starting on page 30).

DTMF Postdial/ VF Signalling

In the connection state your telephone is automatically set to VF (voice frequency) signalling. You can use this, for example, to query an answering machine or a voicebox. Consult your system administrator if you have questions concerning this function.

Call-charge Display

If your network operator transmits call charge information, and if you have dialled an external number yourself, you will see the amount of the charge for this call during the call or after you hang up.

Redialling

The last telephone numbers you dialled are stored in the redial list (with the most recent entry at the top). If a telephone number is also stored in the OpenCom 100 telephone book, you will see the name.

Telephone Lock

You can switch the telephone lock on or off using the **Protection** - **Telephone lock** menu after entering your PIN. Switching on the telephone lock changes dialling rights. You may no longer be able to make external calls or only make them to a limited extent.

Blocked/Unblocked Call Numbers

Your telephone can be blocked from dialling all or selected external call numbers. Emergency numbers (e. g. in Germany 110/112) can be entered in a special list, irrespective of your trunk line access rights, and thus always be dialled. Consult your system administrator for details.

Keypad Dialling

A number of European network operators need the keypad protocol in order to set features (in Germany, for example, for the "Completion of Call on No Reply" (CCNR) feature). Depending on your system configuration your telephone could be set to keypad dialling during the connection state. If this is not the case, you must switch your telephone over to the keypad protocol – before dialling – and enter the code digits specified by the network operator. These are transmitted directly to the exchange and evaluated there. You usually get an announcement as an acknowledgement. Consult your system administrator if you have questions concerning this function.

This switches your telephone over to the keypad protocol. You can now enter the code digits for the appropriate keypad.

Note: The setting is deleted again when the connection is terminated!

Least Cost Routing (LCR)

Whenever you make an external call, your system automatically uses LCR to set up a connection to a network operator that has been selected by the system administrator. If you do not wish to use this preferred connection and want to select a network operator yourself for each call (i. e. on a call-by-call basis), then before making the call, select **LCR off** (see also the **LCR off** menu in the section entitled *"Selection" Menu in*

the Idle State starting on page 31). This is only necessary if LCR has been configured for you in the OpenCom 100. Consult your system administrator about this.

Least Cost Routing (LCR) can be evaluated with call forwarding to external numbers, provided your system administrator has configured LCR and its application in the OpenCom 100 correspondingly. Ask your administrator for the configuration applicable to you.

Note: Baby call and external call forwarding are not automatically routed via preferred connections. In this case, if the network operator you wish to use is not the default operator, you must prefix the desired telephone number with the operator's code.

Transmission of Call Numbers

With ISDN there are different features which allow or prevent the transmission of (external) call numbers between subscribers.

CLIP feature
CLIP is an abbreviation for "Calling Line Identification Presentation". The caller's telephone number (if transmitted) is displayed. If this number is also stored in the OpenCom 100 telephone book, the caller's name is displayed.

"CLIP no screening" Feature
Using "CLIP no screening" outgoing connections instead of sending the real call number of the caller, send another call number. Thus, instead of been shown your number, the subscriber you have called is shown, for example, a service call number. The feature "CLIP no screening" must be enabled by the network provider and activated in the system configuration by the system administrator.

CNIP Feature
CNIP is an abbreviation for "Calling Name Identification Presentation". In addition to the call number, the name configured by the caller is also transmitted and displayed on the corresponding call key. This assumes that the network provider transmits this information with the connection. If the caller's number is listed in the OpenCom 100 telephone book, then this – local – entry is displayed in preference.

CLIR feature
CLIR is an abbreviation for "Calling Line Identification Restriction". Before dialling a telephone number, you can decide from case to case if you wish to prevent your telephone number from being displayed to the called subscriber. To do this, select **Suppress number** (see also *"Selection" Menu in the Idle State* starting on page 31). If this feature is not provided, your telephone number will always or never be displayed,

depending on the system setting. Consult your system administrator for more information.

Calls in the Call-waiting Queue

The system administrator can configure and activate a **call-waiting queue** especially for your telephone in the OpenCom 100 system. While you are making a call, new calls can be queued. These callers first hear an announcement (if the system administrator has preset an announcement) and then the ring tone. The number of calls permitted in the call-waiting queue is set by the system administrator during system configuration, 5 calls for example. When this number is reached, further callers hear the busy tone. The calls in the queue are put through in order of priority (baby calls, door calls, VIP calls, other internal and external calls), irrespective of the order in which they came in.

Calls that have been in the queue for too long are removed, and the callers then hear the busy tone. The period of time until a call is released is set by the network operator. In Germany this is usually two minutes and in other European countries usually three minutes.

Your telephone can have a call-waiting queue even if it belongs to a subscriber group. A call-waiting queue simultaneously affects call forwarding.

Note: If call-waiting protection is activated on your telephone, you will hear the call-waiting tone every time a new call comes in. The display indicates if it is an internal or an external call. If call-waiting protection is deactivated and you end the call, the next waiting call will be signalled.

For more information please refer to the chapter entitled "Call Queue" in the "OpenCom 100 Mounting and Commissioning" user guide.

Menu Before and During a Call

When the handset is in the idle or call state, state-dependent menus are displayed when you press the Menu softkey briefly. Frequently used features are displayed, which you can then activate.

Examples:

1. Another telephone in your pick-up group rings and you want to accept the call. Press the Menu softkey briefly, select **Pick-up** and confirm your choice with OK. You will be connected with the caller.

2. Or a subscriber is busy and you want to be called back. When

you hear the busy signal, press the Menu softkey and confirm **Callback** with OK.

The state-dependent menus are individually described at the end of the following chapters.

"Selection" Menu in the Idle State

Note: Menu items marked with an * are only displayed if the corresponding user authorisation has been set in the Configurator.

Press the Menu softkey **briefly** (this is also possible when you have already pressed the receiver key ⏀), and then select …

Unpark call: Consecutively unparks one or more connections which you have previously parked, for instance to make enquiries or to forward calls (see *"Calling …" Menu* starting on page 37).

Redial: The list of the last dialled numbers is displayed and you can dial one of these numbers again. This menu point is only displayed with an OpenPhone 26.

Phone book: You open the OpenCom 100 telephone book. You can enter new entries, edit existing entries or call one of the stored subscribers. This menu point is only displayed with an OpenPhone 26.

Pick-up:* You pick up a call made to another telephone in your pick-up group.

Pick-up select.:* Once you have entered the telephone number, you can pick up a call to any other telephone. If the other telephone is in the call state (e. g. an answering machine is making an announcement), you pick up the call. The subscriber for whom you picked up the call must belong to a user group for which "Call removal" authorisation is activated, otherwise "Pick-up selective" is not possible.

Note: If the called subscriber is a member of a user group for which pick-up protection is active, "Pick-up" and "Pick-up selective" are not possible.

Announcement:* Once you have entered the telephone number, you can initiate an announcement to another **system terminal** (or on a group of system terminals).

Charges: You see the charges for the last call and the total call charges for your telephone.

Door opener:* This activates the door opener.

Notes: Note down a telephone number and a name or select a noted number.

Suppress number: For the following (internal or external) call, your call number will not be presented to the called subscriber. This menu item is dependent on the system settings.

Transmit number: For the following call, your call number will be presented to the called subscriber. This menu item is dependent on the system settings.

LCR off:* This switches the least cost routing function off. When configuring your user group the system administrator can determine that LCR should not be used. In this case this menu item will not be displayed.

VIP call:* Your next call will be treated as a VIP call. Even if the internal subscriber you are calling has activated call-waiting protection, call protection or call forwarding (on his system terminal), your call will still be acoustically signalled.

Main menu: The main menu will be displayed, see *"Main" Menu* starting on page 56. You can also open this menu with a **long** press on the Menu softkey.

Making External/Internal Calls

Seizing an External Line Manually or Automatically and Entering of Call Numbers

If you hear an external dialling tone when you press the receiver key, your telephone is set to **automatic** external line seizure. If you hear an internal dialling tone when you press the receiver key, your telephone is set to **manual** external line seizure. Which kind of external line seizure is applicable to you is preset by the system administrator.

If your telephone is set to **manual** external line seizure, an internal line will be seized when you press the receiver key and you can immediately dial an internal number. For external calls you will have to enter the external line seizure digit (preset to "0") before dialling the telephone number. Your system administrator configures this code digit for all subscribers on the OpenCom 100 system and will inform you of the current code.

If your telephone is set to **automatic** external line seizure, an external line will be seized when you press the re-

ceiver key and you can immediately dial an external number. For internal calls, press the star key ⊛⊛ twice before dialling the internal number.

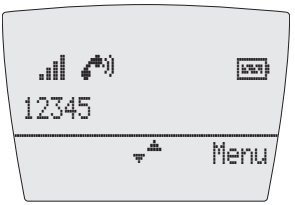
If you are dialling a number for a consultation call, or programming a destination number, enter the numbers in accordance with the type of external line seizure your telephone is set to.

Example:
You want to programme call forwarding.

- You can enter an **external** number directly if the telephone is set to automatic line seizure. If it is set to manual line seizure, you will need to precede the external number with the external line seizure digit (preset to "0"). "Call forwarding MSN" destinations are an exception in that they are always entered without a code digit.

- You can enter an **internal** number directly if the telephone is set to manual line seizure. If it is set to automatic line seizure, press the star key ⊛⊛ twice before dialling the internal number.

Making a Call



OpenPhone 26's Display

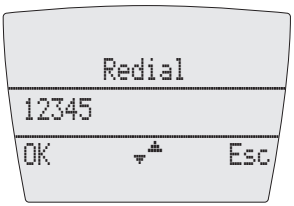
Dial:
Press ⊖ and dial the telephone number.

Pre-dialling:
Enter the telephone number and press ⊖ when the number is complete.

Edit pre-dialling:

⌫	Press briefly to delete individual numbers.
⌫	Press for longer to delete the entire number.
⊡	Move the cursor to the entry position.

Making a Call from the Redial List



OpenPhone 26's Display

OpenPhone 27's Display

Selecting:
Press the left softkey in the idle state. The last subscribers you called will appear (telephone number or name). Use the arrow keys to select an entry.

Dial:
Press to dial the telephone number selected.

Additional options:
Press OK to display a selection menu with the following options:

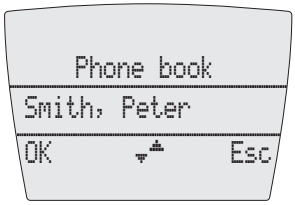
- **Dial**: Press OK. The number will be dialled.
- **Delete**: The number will be deleted from the list.
- **Phone book**: You can add the number to the OpenCom 100 phone book (**New Entry**) or to an existing entry (**Add**). See also *Add Phone Numbers to Phone Book from Lists or During a Call* starting on page 52.
- **Delete all**: Following a security prompt, you can delete the entire redial list.

Note: If your internal number (e. g. "30") has been configured on more than one terminal, you can display and edit the redial list for the telephone number 30 on any one of these terminals. If you, for example, delete the redial list on one of the terminals the list will also be deleted on the other terminals.

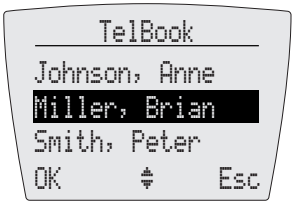
Making a Call from the Phone Book

Selecting:
In the idle state, press the arrow key

- up to open the OpenCom 100 telephone book
- down to open the local phone book of your telephone.



OpenPhone 26's Display



OpenPhone 27's Display

Dialling from the OpenCom 100 telephone book
Enter the first letter/s of the desired name. Press the OK softkey. The first entry begins with the letter you specified. Use the arrow keys ⊡ to select an entry.

Press ⊖, the selected number will be dialled.

Alternative: Press the OK softkey. Now you can select one of the telephone numbers stored in this entry (**Office**, **Mobile**, **Private**). Press OK again to see a list enabling you to dial the number of the selected phone book entry or to view more detailed information on the entry.

Dialling from the local telephone book
Enter the first letter/s of the desired name. The first entry begins with the letter you specified. Use the arrow keys ⊡ to select an entry.

Press ⊖, the selected number will be dialled.

Alternative: Press the Option softkey. Now you can edit this entry, delete it, call the subscriber or edit/complete the number before dialling.

Note: For more information please refer to the chapter entitled *Making Calls from the Telephone Book* starting on page 50.

Making a Call from the Call List

Your handset saves the numbers of the last incoming calls in call lists (calls during an absence, i. e. missed calls, and received calls). If the system administrator has configured a voicebox for you, the list indicates the received messages also.

If a caller has called more than once, his calls are grouped in a single entry. If a caller has suppressed display of the telephone number with CLIR, the call will still appear in the call list. In the case of several calls with unknown numbers, they are then grouped together in a single entry.

Entries in the list of missed calls are deleted from that list if the caller has subsequently been able to contact you.

If a caller is stored in your phone book, the name will be displayed.

Selecting:
In the idle state, press the Info key ⓘ **briefly**.

Select **Missed calls** or **Voicebox mess.**. (To open the list of the accepted calls use the "Calls" menu; please refer to the section entitled "Accepted calls" on page 58.)

Select an entry with the arrow keys.

Dial:
Press ⊖ to dial the telephone number selected. If you have selected a voicebox message, your voicebox is called now and you can listen to this message.

Voicebox Queries

There are various ways of listening to the messages in your voicebox:

- via OpenVoice (from a telephone whose number is not assigned to your voicebox)
- by calling the voicebox directly (from a telephone whose number is assigned to your voicebox)
- by means of the additional menu **Voicebox** in the Main menu (see the section entitled *"Voicebox" Menu* on page 72).

Note: For detailed information on the utilisation and operation of OpenVoice, please refer to the add-on guide "OpenVoice 200 – The Voicemail System in the OpenCom 100 Communications System".

Ending a Call

Press ⊖ to end a call.

If the subscriber you are speaking to ends the call, the busy tone for your telephone is switched off after approx. three seconds and you can be reached again.

If the subscriber you are speaking to ends the call while you are in hands-free mode, the busy tone for your

telephone is switched off after a few seconds and you can be reached again. This also applies if you were connected to the other subscriber via your headset (only on the OpenPhone 27). The time frame after which the busy tone is switched off is configured by the system administrator. All other calls will be ended after 20 seconds if the handset is off-hook.

Using Routes to Make Calls

(routing code, tel. no.)

Enquiry calls:
(routing code, tel. no.)

The OpenCom 100 establishes calls to the desired subscribers either automatically or via specific routes. Your system administrator configures these routes in the OpenCom 100 and specifies how each route is seized. In order to manually seize a specific route for a call, dial the routing code before dialling the (internal or external) telephone number. By making calls via specific routes, you can e. g. contact subscribers in the branches of a large company network. It is also possible to use a manually-entered routing code to record your call-charge data for external private and business calls separately.

For information on the current routes and their codes, please contact your system administrator.

"Calling ..." Menu

Note: Menu items marked with an * are only displayed if the corresponding user authorisation has been set in the Configurator.

During a call, press the Menu softkey **briefly** and then select …

Hands-free on or **Hands-free off**: Here you can activate/deactivate the hands-free functionality. This menu point is only displayed with an OpenPhone 27.

Disconnect: The call will be disconnected.

Phone book: You can add the other party's phone number to the OpenCom 100 telephone book as a new entry (**New Entry**) or you can add it to an existing entry (**Add**). Please see: *Add Phone Numbers to Phone Book from Lists or During a Call* starting on page 52.

Park call:* You can park one or more callers to make other calls or put down the receiver and engage in other activities. Parked calls are recorded in a list. You can remove the calls from the list in whichever order you wish, enabling you to unpark specific calls as required. Until his

call is unparked, the caller will hear music on hold, provided music on hold has been configured. If you do not unpark the caller after a certain amount of time, you will receive an automatic recall if your telephone is available again. This automatically unparks the caller. If, however, you are still making another call and have not hung up, the caller will hear the busy tone and will be "unparked".
Authorisation for parking connections and the period of time after which there is a recall is defined by the system administrator during the configuration of the system.

Booking number:* By means of a booking number you can record the call data of a connection to an external subscriber and save them in the OpenCom 100 for further analysis. Booking numbers are useful, for example, for calculating costs per client (fees and times) in an office. Select the menu item. Under **No.** enter the booking number (8 digits maximum) and confirm your entry with the OK softkey.

Incoming calls can also be associated with a booking number. To do so, simply press the Menu softkey after you have accepted the call. Enter the appropriate number under **Booking number**.

Notes on booking numbers

- The system administrator defines the length of the entered booking number when he configures the system.

- Entering a booking number during a call is possible only if the system administrator has activated this function for your user group. Only then will the **Booking number** menu item be displayed.

- For external connections established by you it is important how the route that you are using for the connection has been configured by the system administrator. Among other things, the system administrator specifies whether a booking number is entered via the menu during the call. He can, however, also specify that booking numbers must be entered with a code procedure. In that case the booking number must be entered before the call is initiated and the connection is established. It is entered after the routing code and before the actual destination number.

- Calls made with booking numbers can be analysed with the OpenCom 100 **OpenCount** web application.

Pick-up:* You pick up a call made to another telephone in your pick-up group. Your first call is put on hold. "Pick-up" is not possible if there are already two active calls.

Pick-up select.:* Once you have entered the telephone number, you can pick up a call to any other telephone. Your first call is put on hold. If the other telephone is in the call state (e. g. an answering machine is making an announcement), you pick up the call. "Pick-up selective" is not possible if there are already two active calls. The subscriber for whom you picked up the call must belong to a user group for which "Call removal" authorisation is activated, otherwise "Pick-up selective" is not possible.

Note: If the called subscriber is a member of a user group for which pick-up protection is active, "Pick-up" and "Pick-up selective" are not possible.

Intercept:* The telephone numbers of "malicious callers" can be saved in your network operator's exchange (if this service is enabled). The function is also possible if the caller has already hung up!

Door opener:* This activates the door opener.

"Busy" Menu

Note: Menu items marked with an * are only displayed if the corresponding user authorisation has been set in the Configurator.

You have called a busy subscriber. Press the Menu softkey **briefly** and then select …

Disconnect: The call will be disconnected.

Callback:* You leave your callback request with a busy subscriber (not possible for hunt group numbers).

Pick-up select.:* Once you have entered the telephone number, you can pick up a call to any other telephone. If the other telephone is in the call state (e. g. an answering machine is making an announcement), you pick up the call. "Pick-up selective" is not possible if there are already two active calls. The subscriber for whom you picked up the call must belong to a user group for which "Call removal" authorisation is activated, otherwise "Pick-up selective" is not possible.

Note: If the called subscriber is a member of a user group for which pick-up protection is active, "Pick-up" and "Pick-up selective" are not possible.

VIP call:* Even if the internal subscriber you have called has activated call protection, your call will be

acoustically signalled on their telephone.

Door opener:* This activates the door opener.

Menu During a Call

You have dialled a telephone number and the called subscriber has not yet accepted the call.

Press the Menu softkey **briefly** and then select …

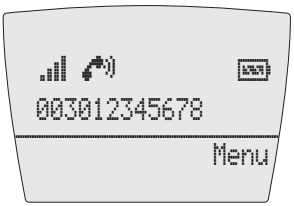
Disconnect: The call will be disconnected.

Door opener: This function activates the door opener. (This menu item is only displayed if you have been given the corresponding user authorisation.)

Accepting Calls

Normal Call

When you receive a call, the caller's number will be displayed (if transmitted). If this telephone number is listed in your telephone book, you will see the name of the caller instead. In addition, you will see whether the caller's telephone number is the office, the mobile or the private number of a phone book entry (indicated by **B:**, **M:** or **P:**).



OpenPhone 26's Display

OpenPhone 27's Display

To accept the call, press ⌒ or take the handset out of the charging station (if "Auto Answer" is activated; see page 68).

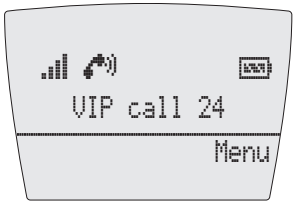
Menu opens the "Call" menu (see page 42).

Call for a virtual number (tele secretary)
In the OpenCom 100, numbers can be configured to which no telephone and no subscriber are assigned (virtual numbers). The sys-

tem administrator can forward a virtual number to another internal number, the number of your telephone for example. Such a forwarded call is signalled as a normal call on your telephone.

VIP Calls

These calls from authorised users are signalled even when call-waiting protection, call protection or call diversion have been activated.



OpenPhone 26's Display

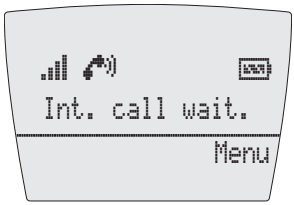
OpenPhone 27's Display

You hear a discreet ring tone in this case. The display indicates **VIP call** and the caller's telephone number.

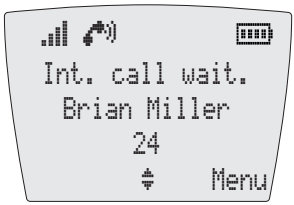
Press ⊖ to accept the call.

Calls During a Conversation

External or internal calls during a conversation are signalled acoustically and visually.



OpenPhone 26's Display
The display alternately indicates "Internal call waiting" and the telephone number or name of the calling subscriber.



OpenPhone 27's Display
The display shows "Internal call waiting", the name and call number of the call-waiting subscriber.

Press Ⓡ to place the current call on hold and accept the waiting call.

Press ⊖ to end the current call. The waiting call will now be signalled as a normal call.

Press Menu to access the "Call Waiting" menu (see page 42).

"Call" Menu

You receive an incoming call in the idle state. Press the Menu softkey **briefly** and then select …

Reject call: You reject the waiting call by pressing the OK softkey. The caller hears the busy tone.

Deflect call: You do not accept the call yourself, but deflect it to another subscriber. Enter the destination number and confirm this with OK. You can only use the "Deflect call" function if your user group is authorised to forward calls to internal and/or external destinations.

Door opener:* This function activates the door opener. (This menu item is only displayed if you have been given the corresponding user authorisation.)

"Call-Waiting" Menu

You receive an incoming call in the call state. Press the Menu softkey **briefly** and then select …

Hands-free on or **Hands-free off**: Here you can activate/deactivate the hands-free functionality. This menu point is only displayed with an OpenPhone 27.

Disconnect: You disconnect the current call and accept the waiting call.

Phone book: You can add the first party's phone number to the OpenCom 100 telephone book as a new entry (**New Entry**) or you can add it to an existing entry (**Add**). Please see: *Add Phone Numbers to Phone Book from Lists or During a Call* starting on page 52.

Park call:* You park the first call. Then press the ⊖ key to enable your phone to accept new calls. The second (waiting) call will then be signalled like a normal call; you can accept it by pressing the ⊖ key. After you have finished this call you can unpark the parked call by briefly pressing the Menu softkey.

Reject: You reject the waiting call by pressing the OK softkey. The caller hears the busy tone.

Accept: You accept the waiting call by pressing the OK softkey. The current call is held.

Deflect: You do not accept the call yourself, but deflect it to another subscriber. Enter the destination number and confirm this with OK. You can only use the "Deflect call" function if your user group is authorised to forward calls to internal and/or external destinations.

Door opener:* This function activates the door opener. (This menu item is only displayed if you have been given the corresponding user authorisation.)

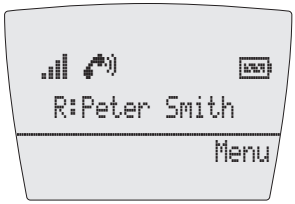
Enquiry, Toggling, Transfer and Conference

Enquiry/Toggling by Means of the R-Key

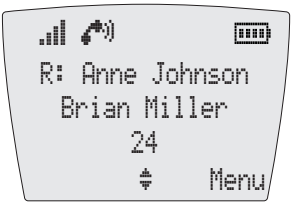
During a call you can consult another subscriber.

Press the Ⓡ key. The first call is put on hold.

Now dial the other internal or external telephone number (for manually-seized external lines with the external line seizure code digit, e. g. 0, see page 32).



OpenPhone 26's Display
The display alternately indicates the current subscriber and the subscriber on hold (by their telephone number or name).



OpenPhone 27's Display
The subscriber in enquiry and the current call-partner are displayed.

Press Ⓡ again to return to the first call. Press Ⓡ repeatedly to toggle between the two calls.

To end the enquiry/toggling press the Menu softkey and select the **Disconnect** menu item. If you press the Ⓡ key again, you are connected to the subscriber on hold again.

Pressing ⊖ transfers your first call to the subscriber you consulted.

Transferring an Internal/ External Call to an Internal Subscriber

You have dialled an internal consultation call (see *Enquiry/Toggling by Means of the R-Key* starting on page 43).

If the called subscriber accepts the call, announce the call transfer and press ⊖.

Or if you do not wish to wait for the called subscriber to answer: Press ⊖ and the other subscriber will be called.

If the called subscriber accepts the call, he/she will be connected to the waiting call. If the call is not accepted within a certain period of time (by default 45 seconds), you get an automatic callback and are connected to the original subscriber when you press ⊖ again.
The period of time after which a recall is made can be changed by your system administrator. Ask your administrator for the current time value.

While a call is being transferred to another internal subscriber, the caller hears music on hold. The setting **"Music on hold upon transfer on calling"** in the **Configurator** of the Web console specifies whether callers continue to hear music on hold on recall, or whether they hear the ringing tone again.

If the called subscriber is busy, press the Menu softkey and confirm **Disconnect** with OK. Then enter another internal number to transfer the call or press the ® key to be connected to the caller again.

Transferring an External Call to an External Subscriber

External calls can only be transferred to an external subscriber via the "**Subscriber on hold**" menu.

You have dialled an external number for a consultation call (see *Enquiry/ Toggling by Means of the R-Key* starting on page 43); the original (external) caller is kept on hold.

Press the Menu softkey **briefly** and confirm the **Transfer** menu item with OK.

Depending on your communications system's settings, the external calls will be switched together in your communications system or in the exchange of you network operator.

Note: If you connect two directly dialled calls, the charges will be billed to your own account. You will also have no control over the duration of the transferred call.

"Subscriber on Hold" Menu

Note: Menu items marked with an * are only displayed if the corresponding user authorisation has been set in the Configurator.

You have put a call on hold and are making a consultation call.

Press the Menu softkey **briefly** and then select …

Hands-free on or **Hands-free off**: Here you can activate/deactivate the hands-free functionality. This menu point is only displayed with an OpenPhone 27.

Disconnect: You disconnect the current call and return to dialling mode. Enter a new telephone number for a further enquiry or press the R key. You will be connected with the subscriber on hold.

Phone book: You can add the phone number of the current subscriber to the OpenCom 100 telephone book as a new entry (**New Entry**) or you can add it to an existing entry (**Add**). Please see: *Add Phone Numbers to Phone Book from Lists or During a Call* starting on page 52.

Park call:* You can park the current call (see also *"Calling …" Menu* starting on page 37).

Booking number:* By means of a booking number you can record the call data of a connection to an external subscriber and save them in the OpenCom 100 for further analysis (see also *"Calling …" Menu* starting on page 37).

Call Diversion: You put your current caller on hold and then call another subscriber with whom you wish to connect your current caller. Enter the telephone number of the subscriber, announce the call and press the ⌒ key. The call has now been transferred. After transfer, you are reconnected with the caller you originally put on hold.

Transfer:* You connect the subscriber on hold with the current subscriber.

Conference:* You initiate a 3-party conference.

Toggle: You toggle (i. e. switch) between the current and previous subscriber.

Door opener:* This activates the door opener.

Internal/External 3-Party Conference

You have dialled an internal or external enquiry call (see the section entitled *Enquiry/Toggling by Means of the R-Key* starting on page 43).

If the subscriber accepts the call, announce the conference and select **Conference** from the "Subscriber on hold" menu. This initiates the conference.

Press the ⊖ key to end the conference.

Note: You can connect the two conference participants with each other or disconnect a specific participant only by selecting the corresponding item from the "Conference" menu.

If during the conference you want to talk to the conference participants separately again or disconnect them individually, select the "Conference" menu. Then …

- select the **Disconnect** menu item to disconnect a specific subscriber from the conference and continue the call with the other participant;
- or select **Toggle** to end the conference. Both connections are held and you can toggle between the subscribers using the ℝ key.

End the conference by hanging up or by selecting the **End conference** menu item.

"Conference" Menu

Note: Menu items marked with an * are only displayed if the corresponding user authorisation has been set in the Configurator.

You have initiated a 3-party conference. Press the Menu softkey **briefly** and then select …

Hands-free on or **Hands-free off**: Here you can activate/deactivate the hands-free functionality. This menu point is only displayed with an OpenPhone 27.

Disconnect (e. g. 034565483): You disconnect the subscriber with the telephone number 034565483 from the conference (in this example an external subscriber).

Disconnect (e. g. **12**): You disconnect the subscriber with the telephone number 12 from the conference (in this example an internal subscriber).

Phone book: You can add the caller's phone number to the OpenCom 100 telephone book as a new entry (**New Entry**) or you can add it to an existing entry (**Add**). Please see: *Add Phone Numbers to Phone Book from Lists or During a Call* starting on page 52.

Park call: * You park the consultation call that you made before initiating the conference (see also *"Calling …" Menu* starting on page 37); this ends the conference.

Booking number:* If you have called an external subscriber and included him/her in the conference, you can record the call data of this

connection and associate them with a booking number (see also *"Calling . . . " Menu* starting on page 37).

Transfer:* You disconnect yourself from the conference. The other subscribers remain connected.

End conference: You end the conference.

Toggle: You terminate the conference and can now toggle between the two subscribers.

Door opener:* This activates the door opener.

Special Calls/Conversations

Accepting an Appointment Call

You can save appointments with the **Appointments** menu item in the **Messages** menu (see *"Messages" Menu* starting on page 61).

At the appropriate time, the appointment message appears on the display and your telephone rings for a period of one minute with the ringer volume steadily increasing.

To view the appointment message press the ⊖ key and confirm the appointment call with OK.

If you are in conversation during an appointment call, you will hear a special tone and the display indicates the appointment number. After you finished conversation a short message informs you that the appointment expired.

Baby Call

You can save an internal or external telephone number in the menu item **Baby call** of the "Protection" menu.

If the "Baby call" function has been activated and you press the ⊖ key in the idle state, this programmed telephone number is dialled when a specified period has expired (presetting is five seconds). If you begin dialling a telephone number within the specified period, the baby call is cancelled.

Your system administrator configures the baby call period from 0 to 20 seconds for all subscribers on the OpenCom 100, and will be able to tell you the current value.

Doorbell, Door Opener

... opening the door while the telephone is in the idle state
Press the ⊖ key.

To open the door, select the **Door opener** menu item in the menu displayed.

… opening the door during a call
If the doorbell signal is triggered during a call, you will hear the discreet call-waiting tone.

To open the door, select the **Door opener** menu item in the menu displayed.

Note: The **Door opener** menu item is not dependent on an entrance intercom call. The door opener function controls a relay contact in your system which can also be connected to other devices. Consult your system administrator for further details.

Entrance Intercom Calls

Calling the Entrance Intercom
If your system is connected to an entrance intercom, you can use it as follows to speak with visitors:

⊖ * 1 0 1

In an enquiry call:

✆ R * 1 0 1

If you are operating a "DoorLine" entrance intercom, use the following code procedure:

⊖ * 1 0 2

In an enquiry call:

✆ R * 1 0 2

Signal when the telephone is in the idle state
Press the ⊖ key. You can speak with the visitor.

Signal during a call
If the doorbell signal is triggered during a call, you hear a call-waiting tone. Proceed as described in the section entitled *Calls During a Conversation* starting on page 41.

Door Call Forwarding
You can forward calls signalled from the doorbell to another (internal or external) call number, a so-called "pharmacy line". This is done by means of the following code-number procedure (or via the **Call forwarding** menu; see the section

entitled *"Call forwarding" Menu* starting on page 59).

On: ⊖ ✱ 1 5 1 ✱ (trunk line seizure code, e.g. 0

▦ (Destination tel. no.) #

Off: ⊖ # 1 5 3 #

Several doorbells can be configured in the OpenCom 100. You can forward these doorbells using the appropriate code number procedure. For example, select 1 5 3, to forward calls for doorbell 3 or to switch off the forwarding of calls for doorbell 3.

How many doorbells are available and with which code number procedure these can be forwarded depends on the entrance intercom that is connected. Please ask your system administrator which code number procedure you should use.

Call duration
All door calls are automatically terminated after a specific period has expired (presetting is 60 seconds). This ensures that forwarded door calls do not unintentionally lead to continuous calls (e.g. to a voicebox).

Your system administrator can configure the period in the OpenCom 100 from 30 to 300 seconds and will be able to tell you the current value.

Announcements

Announcements can only be made to system terminals (corded and cordless system terminals).

… making an announcement
Press the Menu softkey **briefly** and select the **Announcement** menu item. Enter the telephone number under **To:**.

The called subscriber hears a special information tone followed by your announcement. If you make an announcement to a group of system telephones (e.g. to a hunt group number on which calls are signalled simultaneously), all called subscribers hear the announcement at the same time. You hear a signal tone via your telephone when the (announcement) connection has been made to all called subscribers. If one of these subscribers replies to the announcement (by accepting the call), the announcement call to the other system devices is terminated.

If the called subscriber is a member of a user group for which **Intercom protection** is active, no announcements are made to that subscriber's telephone number.

… responding to an announcement
If you receive an announcement yourself, you will hear a special information tone. The display indi-

cates **Announcement** and the caller's name.

To respond, press the ⊖ key. Alternatively: **briefly** press the Menu softkey. Select **Accept** and confirm with OK.

To reject, **briefly** press the Menu softkey. Select **Reject** and confirm with OK. The subscriber making the announcement then hears the busy tone.

Answering a Callback

If you call another subscriber in your OpenCom 100 communications system and the line is busy, you can request an automatic callback using the corresponding menu item.

Briefly press the Menu softkey. Select **Callback** and confirm with OK.

A callback is carried out when the other subscriber is available again. Your telephone will then ring.

Press ⊖ and the other subscriber will be called.

Making Calls from the Telephone Book

The OpenCom 100 Telephone Book

Approximately 2,000 entries can be saved in the telephone book of your communications system.

This number includes the centrally administered telephone book, the personal entries of all subscribers, and, provided you are using the multi-company variant of the OpenCom 100, the entries in the companies' telephone books.

How many entries you can save in your personal telephone book is determined by your system administrator when configuring the OpenCom 100. The personal entries are automatically sorted into the comprehensive register, but can only be viewed on your telephone. (However, the system administrator or a person with the corresponding authorisation can delete your telephone book completely.)

Note: The OpenCom 100 phone book can also be edited from the Web console, provided the system

administrator has authorised you to do so. Consult with the system administrator regarding authorisation.

For instructions on managing the the telephone book, refer to the section entitled *"Phone book" Menu* starting on page 71.

"Phone book" Menu

In the idle state **briefly** press the upper arrow key ⊡ and then select …

Look up name: Enter the letter or name you are searching for (see also the section entitled *Number Keys* starting on page 23). Press the OK softkey. You will see the first telephone book entry beginning with the characters you entered. If you do not enter any characters and press OK, the list will begin with the first entry.

Using the arrow keys ⊡, you can scroll through the list and select the desired name.

Press the ⊖ key to call the subscriber. If there is more than one telephone number under the selected name (e. g. an office number and a private number), the so-called default number will be dialled.

If you press the OK softkey, you can select one of the numbers in the phone book entry (**Office**, **Mobile** or **Private**) before establishing the connection. After confirming with OK you can **Dial** the number or view the number and speed-dialling number (the latter only in the central phone book) with **Info**.

New preset: Here you can enter a letter or name. This entry will then appear in the display as a menu item when you open the telephone book. This allows you to go to a specific section of the telephone book (e. g. to the entries of a particular company) to search for and select a particular name there. You can enter up to six search names.

Delete preset: If required you can delete one or more of the programmed search entries.

Note: By default, the "Phone book" menu appears in the abbreviated form without the **Look up name** and **New preset** entries. If required, the system administrator can use the Configurator in the Web console to activate these additional entries for your user group.

If the entries **Look up name** and **New preset** are not displayed, you are viewing the abbreviated form of the menu for making selections from the telephone book.
Enter the initial letter of the desired entry in the **Name:** field and, if necessary, scroll through the list using the arrow keys ⊡.

Speed-Dialling

All central telephone book entries can also be selected by two-digit or three-digit speed-dialling numbers once they have been configured. The two-digit speed-dialling numbers are in the range 00…99, the three-digit are in the range 000…999. Ask your system administrator how many digits are valid.

Selecting a speed-dialling destination

(SD no.)

alternatively:

(SD no.)

Note: If you have the telephone book open, instead of keying in the name (see the paragraph commencing "Look up Name" on page 51), you can also press the key and enter the speed-dialling destination to find the name entry.

Add Phone Numbers to Phone Book from Lists or During a Call

You can add phone numbers saved in your caller list or your redial list to a phone book (see *"Calls" Menu* starting on page 57 and *Making a Call from the Redial List* starting on page 34). You can also add the other party's phone number to the phone book during the call.

Select the **Phone Book** menu item.

- **New Entry**: You can add the phone number to a phone book.
- **Add**: You can add the phone number to an existing phone book entry.

Add phone number as new phone book entry
Select **New Entry** and press OK.

Personal, **Central**, **Company**:
You can add the entry to your personal phone book. If your system administrator has authorised you (or the user group you are part of) accordingly, you can also edit the central phone book and your company's phone book. Select the desired phone book and press OK.

Office, **Mobile**, **Private**:
Define the kind of phone number the list entry should be saved as. Confirm your selection with OK.

Enter **Name** and **First Name**. Confirm each entry with OK.

You can add to the phone book entry by entering further phone numbers.

If you add the entry to the central phone book, you can assign a speed-dialling number. Select **Abbrev. no.** The system will offer a speed-dialling number. You can accept this number or enter another

one which is not in use. Confirm with OK.

For each number of the entry you can determine whether your own phone number is to be suppressed whenever you dial this phone number from the phone book.

If you want your number to be displayed, confirm **Transmit number** with OK; if not, use the arrow keys to scroll down to **Suppress number** and confirm with OK.

Then select the default number (**Default office**, **Default mobile** or **Default private**) and confirm with OK. The default number is the number that is used if you do not select any other number before establishing the connection.

Press OK to save the entry.

Add phone number to a phone book entry
Select **Add** and press OK.

Personal, **Central**, **Company**:
You can add the entry to your personal phone book. If your system administrator has authorised you (or the user group you are part of) accordingly, you can also edit the central phone book and your company's phone book. Select the desired phone book and press OK.

In the relevant phone book, select the entry you would like to add a number to (please also refer to the explanations under "Look up name" in the section entitled *"Phone book" Menu* starting on page 51).

Office, **Mobile**, **Private**:
Define the kind of phone number the list entry should be saved as. Confirm with OK.

Note: If you want to edit phone book entries (to change the name or number, for example), use the "Phone book" menu (see also *"Phone book" Menu* starting on page 71).

Your OpenPhone 26/27's Local Phone Book

In addition to the phone book of your OpenCom 100 communications system, your OpenPhone 26/27 also has a local phone book with 50 entries that are saved in the telephone's memory.

In the idle state **briefly** press the lower arrow key ⊡.

Look up: Entering a single letter will take you to the entries beginning with this letter. Use the arrow keys to select the desired name.

Then press …

- the ⦵ key to dial the number;
- the Option softkey to display the local telephone book menu.

The local phone book's menu (OpenPhone 26)
New Entry: You create a new entry. Enter the phone number and the name. Confirm with OK.

Use number: The number is transferred and can be edited before dialling.

Call up: The number is called.

Show Entry: The telephone book entries can be viewed (names and numbers).

Edit Entry: You edit the selected entry. Save your changes with OK.

Delete Entry: You delete the selected entry (without a security prompt).

Quick call: You can allocate the selected entry in the local telephone book a speed-dialling number (0…9). The speed-dialling number programmed is displayed to the left of the telephone book entry. When the OpenPhone 26 is in the idle state, you can press and hold the speed-dialling number (keys 0…9) to view the associated entry in the local telephone book. This copies the number to on-hook dialling, where you can then dial it by pressing ⦵.

The local phone book's menu (OpenPhone 27)
New: You create a new entry. Enter the phone number and the name. Confirm with OK.

Edit: You edit the selected entry. Save your changes with OK.

Delete: Delete the selected entry after confirmation.

Delete all: All entries in the local telephone book are deleted after confirmation.

Quick call: You can allocate the selected entry in the local telephone book a quick call number (0…9). The quick call number is displayed to the right of the telephone book entry. When the OpenPhone 27 is in the idle state, you can press and hold the speed-dialling number (keys 0…9) to view the associated entry in the local telephone book. This copies the number to on-hook dialling, where you can then dial it by pressing ⦵.

Features and Menus

How to Set Features

There are different ways to set the features of your telephone and the system:

Using Menus

Activate the menus with the corresponding softkey as described under *Displays, Keys and Symbols* starting on page 16 and make the appropriate setting. Use the arrow keys and the OK softkey to select items.

Note: Press the softkey longer than you would when telephoning. Only then will the Main menu appear in the display.

Using the Star and Hash Keys

Many features can be set by entering code digits. This is done using the * or # key combined with a specific string of code digits.

Code digit input is intended primarily for analogue telephones in your system. The code digits can also be used on your system telephone and are described in the short user guide "Code-number Procedures" (this is supplied with the system). You can view the up-to-date online summary via the **Codes** item in the **System info** menu of your communications system's Web console.

The Menus

Note: Some menu items are only displayed on your telephone if you belong to a user group that is authorised to use the corresponding feature. If you are unable to use a particular feature or have any questions, consult your system administrator.

"Main" Menu

This menu contains all available features. Some of the menu items can be found in other menus as well. For example, incoming e-mails are located under **Messages** in the main menu and can also be called up by way of the Info key ⓘ (if it has been configured accordingly). Features that affect the availability of your telephone (e. g. active call protection) can be found in the main menu and also in the menu **Active features**, which you can call up by pressing and holding the Info key ⓘ.

Press and **hold** the Menu softkey or, if the telephone is idle, press (but do not hold) the Menu softkey and select the menu item **Main menu**. This displays the primary groups of menus …

Calls: This contains the most important features relevant to a call.

Call forwarding: This menu group contains all types of call forwarding that you can program on your telephone. Further, the system administrator can program call forwarding where the call number of the caller is analysed ("SCF: Selective Call Forwarding"). Potentially this could be the reason why specific calls do not reach you. If you have any questions concerning this functionality, please consult your system administrator.

Messages: This menu group provides information about short messages and e-mails that you have received and sent. You can also configure appointments and activate pre-defined messages ("Messenger" function).

Phone settings: In this menu group you can configure your telephone to meet your personal requirements (e. g. volume, ringer settings, key lock and display contrast).

Protection: Among other things, you can activate the call protection or the telephone lock.

Connections: This menu group provides you with all the features that can affect a call. Depending on the particular state, these features are also displayed in the menus that you can call up during a connection.

Phone book: You can edit the system telephone books in this menu group.

Voicebox: If the system administrator has configured a voicebox for you, this menu will be available on your system telephone. Use this menu to listen to and to configure your voice box.

Central settings: Here you can make system settings. This is an optional menu item, it is only available if your system administrator has configured the appropriate authorisation for your user group.

"Calls" Menu

First select **Call lists** and then …

- **Missed calls**: You see the call numbers of the callers who last tried to reach you. Which calls are recorded in your call lists is determined by the authorisation of your user group. In the process of configuring your user group, the system administrator will define whether or not internal calls, external calls, calls when busy and calls from the door are entered into your call lists. If a caller is listed in the system's telephone book, the caller's name is displayed instead of the call number. A call when busy is marked with a handset symbol. A door call will – depending on the type of door intercom – either will displayed with its call number or name of the door bell. If he called several times, his calls are grouped together in a single entry. If a caller has suppressed display of the call number with CLIR, the call will still appear in the call list. In the case of several calls with unknown call numbers, they are grouped together in a single entry. Select an entry and then one of the following options.

  – **Dial**: Call the caller back.

  – **Delete**: The entry is deleted. (An entry will be automatically deleted after you called back the caller.)

  – **Phone book**: You add the entry to a phone book (please see *Add Phone Numbers to Phone Book from Lists or During a Call* starting on page 52).

  – **Info**: This displays information about the caller: telephone number or name, time of the last call and the number of calls.

  – **Delete all**: You delete all entries from the call list.

Note: If your internal phone number (e. g. "30") is installed on several terminals, you can view and edit the call list for extension 30 on

each of these terminals. For example, if you delete the call list from one terminal, it will be deleted from all others as well.

- **Accepted calls**: You see the telephone numbers or the names of the callers with whom you last spoke. You can edit this list in the same way as the "missed calls list" (see previous section).

- **Voicebox mess.**: You see the list of messages received. Each message is identified by the caller's phone number or, if stored in your phone book, by the caller's name. Messages that have not yet been played back are marked with a tick (✓) on the OpenPhone 26, on the OpenPhone 27 with a "+". Messages that have been played back are marked by a "-". Select a message and one of the following options.

  – **Play**: Listen to the message the caller recorded. You can also use the number keys **4** (rewind), **5** (pause) and **6** (fast forward) to control message playback.

  – **Dial**: Call the caller back.

  – **Delete**: The message will be deleted.

  – **Phone book**: You add the caller's telephone number to a phone book (see also *Add Phone Numbers to Phone Book from Lists or During a Call* starting on page 52).

  – **Forward**: Forward the message to a voicebox of another OpenCom 100 user, with or without a comment. Under **To:**, enter the phone number of the other voicebox. Confirm a recorded comment by pressing the ⊖ key.

  – **Info**: Use **Info** to view the telephone number or user name of the caller, as well as the duration, date and time of the selected message.

  – **Delete all**: You delete all messages stored in your voicebox.

Note: The options for editing a voicebox message are only executed if a voicebox has been activated (in the OpenCom 100's **Configurator**, **OpenVoice: Voiceboxes** menu).

Charges: Here you can see the amount charged for the last call and the total charges for your telephone.

Remote charges: You can read off the charges of other users of the OpenCom 100, provided your system administrator has given you "Costs" authorisation. (With an OpenPhone 26 first select the desired option: **Last call** or **Sum of charge**.) Select the menu entry

Number and enter the internal call number of the other user. Alternatively you can select the **Phone book** menu entry and search for the call number in the OpenCom 100's telephone book.

Hunt group: If your device belongs to one or more hunt groups, a list of corresponding hunt groups will be displayed. You can switch hunt group calls to your telephone on or off using **On** / **Off** (for individual hunt group numbers or **All** if you are a member of several hunt groups). A "+" indicates that the hunt group number it precedes is switched on; a "-" indicates that the hunt group number is switched off.

Note: If you are the last reachable member of the hunt group and you log out then any further callers will hear a busy signal.

"Call forwarding" Menu

Notes on call forwarding
You can forward internal or external calls intended for yourself (with the exception of hunt group calls) to another internal telephone number or, provided that you have the necessary user group authorisation, to another external telephone number. Calls can be forwarded either immediately, after a specified period of time (delay) or if the line is busy. You can configure more than one call forwarding mode at the same time (**Immediately**, **After delay** or **Busy**). You can, for example, configure call forwarding **Immediately** for external calls to one telephone number, and call forwarding **After delay** for internal calls to a different telephone number. When configuring the system, the system administrator specifies in seconds the period of time after which a call is forwarded in the **After delay** forwarding mode. If more than one forwarding mode has been activated, **Immediately** is given priority.

If **OpenVoice**, the integrated voicemail system of the OpenCom 100, is installed, you can also forward your calls to a voicebox configured for you.

Least Cost Routing (LCR) can be evaluated with call forwarding to external numbers, provided your system administrator has configured LCR and its application in the OpenCom 100 correspondingly. Ask your administrator for the configuration that applies to you.

The OpenCom 100 may be configured with phone numbers that are not associated with a phone or a user (virtual telephone numbers). Neither internal nor external phone numbers can be forwarded to a virtual telephone number; the OpenCom 100 will not execute this type of double forwarding.

Configuring call forwarding
First select **Call forwarding** and then …

Call diversion: Select **Immediately**, **After delay** or **Busy** for the forwarding mode. Then key in the call forwarding destination (please refer to the chapter entitled *Making External/Internal Calls* starting on page 32). Then select whether internal calls, external calls or all calls should be forwarded to the destination number. Activate call forwarding with **on**. Active call forwarding is indicated by a "+" sign. This is followed by the call forwarding destination.

Note: All calls for the telephone numbers of your telephone are forwarded (with the exception of hunt group numbers). If a number is stored on more than one telephone, then calls made to any of the other telephones will be forwarded as well.

Divert MSN: "Divert MSN" is available for ISDN multi-terminal accesses. For each MSN you can use this form of call forwarding to forward incoming **external** calls to **external destinations**. Several MSNs can be grouped together (this is configured by the system administrator) and forwarded to a common destination number.

The display indicates a list of the configured MSNs and MSN groups. Select an entry. Then select **Immediately**, **After delay** or **Busy** for the forwarding mode. Then key in the external destination number and activate the function. Active call forwarding is indicated by a "+" sign. This is followed by the call forwarding destination. A "?" preceding the entry, **? MSN Group 1** for example, means that call forwarding is active for some MSNs or that there are different call forwardings activated for this group.

Note: For this type of call forwarding, the (external) destination number is always entered without the trunk line seizure code digit. If "Divert MSN" is executed in the exchange (= external call forwarding, configured by the system administrator), it can take a few seconds after configuration for call forwarding to be activated in the exchange.

Divert door: With this type of call forwarding, all calls signalled by the doorbell are forwarded. If several doorbells are configured on the communications system, first select the doorbell whose calls are to be diverted. How many door bells are available and with which names they are listed in the menu, depends on the type of entrance intercom. Consult your system administrator if you have questions concerning the configuration of the door bells. Then key in the call forwarding destination (please refer to the chapter entitled *Making External/Internal Calls*

starting on page 32). Activate call forwarding with **On**. Active call forwarding is indicated by a "+" sign. This is followed by the call forwarding destination.

Remote divert: This function allows you to configure call forwarding for the phone numbers of other OpenCom 100 users. In order to do so, "Call forwarding for other user" authorisation is required, otherwise this menu item will not be displayed. Also, you can configure call forwarding only for those users whose terminal has not been blocked for this type of access (these users will themselves have authorisation to "Prevent call forwarding by other user").

Enter the internal phone number for which you want calls to be forwarded. The rest of the procedure is identical with the one for configuring call forwarding for your own telephone (see page 60).

Follow me: This type of call forwarding is configured on a destination telephone to which calls for an original (source) telephone are forwarded. The PIN of the source telephone is required for this function. If the "follow me" function is active, all telephone numbers of the other telephone are forwarded **immediately** (with the exception of hunt group numbers).

As the **Source**, enter the internal telephone number for which calls are to be forwarded from the source telephone to the destination telephone. Then enter the **PIN** of the source. Activate the follow me function with **On** option.

To deactivate the follow me function, select the **Off** option on your own telephone or on the other telephone (source). Alternatively, on the other telephone (source), you can deactivate the "follow me" function by switching off the function "Divert call immediately".

"Messages" Menu

First select **Messages** and then …

Short messages: Short messages can be exchanged between users with system terminals. On arrival of a new message then on the …

… OpenPhone 26 the Info symbol flashes slowly in the display

… OpenPhone 27 the Info key flashes.

- **Received mail**: A list of senders of messages is displayed.Use the arrow keys to scroll through the display functions.

  – **Show**: Select an entry and press the OK. You see the "Sub-

ject" text of the message, the sender and the date/time.

– **Delete**: You delete the message.

– **Forward**: Select an entry. You can now edit the text of the message. Press OK. Enter the internal call number of the user to whom you would like to forward the message. Optionally you can select a call number from the telephone book. Confirm the entry/selection of the call number with OK.

– **Delete all**: You delete all messages.

- **Outgoing mail**: A list of messages sent by you is displayed. In the same way as described in the above section, you can forward or display these messages.

- **New message**: You can send a new message to another user. First enter the text (max. 160 characters) and then press OK. Enter the internal call number of the user to whom you would like to send the message. Optionally you can select a call number from the telephone book. Confirm the entry/selection of the call number with OK.

Messages can also be sent to system terminals from the **OpenCTI 50**Web application. You will find more information on this in the OpenCom 100 online help.

E-mail: You will see the list (senders) of e-mails received. Select an entry: A selection menu appears allowing you to display the e-mail (subject, sender, date/time), delete the selected e-mail or delete the entire list of e-mails. Use the arrow keys to scroll through the display functions.

Appointments: You see the status of both appointments. To programme an appointment, select one with the arrow keys and OK. Under **Time** you can enter the time at which the appointment reminder is to be activated. Select **Reason** to enter the reason for the appointment. Select **Repeat** and determine how often you want to the appointment call to be signalled: once only (**Single**) or on a fixed day (enter the specific date), **Mo - Fr** or **Sa - Su** or **Every day**. Activate the appointment reminder with **On** or deactivate it with **Off**.
Your phone will ring at the set time and the appointment number appears on the display. Press the ⊖ key to display the reason for the appointment.

Messenger: You can use the Messenger to inform other subscribers about your status, i. e. whether you are available or not. For instance, you can indicate that you are currently not in the office or on holiday. The Messenger provides a number of

specially prepared message texts for this purpose. Select one of these message texts and press OK. If a subscriber now calls you from a system telephone, the selected text appears on that subscriber's display, provided his telephone is a system terminal. If you don't want any message to be displayed, set the text to "Available".

Optionally you can create your own text (max. length 23 characters). Select the **Text:** menu entry, enter the text and press OK. The text is now saved in the Messenger list and selected. You can replace this text at any time.

You can also enter and select the Messenger text via the **OpenCTI 50** Web application.

Note: The settings of the Messenger are saved and are also available after a restart of the communications system.

"Phone settings" Menu

First select **Phone settings** and then …

Key lock: You can lock the keypad of your handset to prevent accidental activation. Confirm this with OK. An active keypad lock is displayed with a symbol in the symbol line. To unlock the keypad, press the softkey under this symbol and then the key.

Audio: In this menu you configure volume and ringing signals for your telephone. This menu is only displayed with an OpenPhone 26.

- **Volume**: Select **Ear-piece** or **Speaker**. Use the arrow keys to change the volume or enter a digit from 1 to 3.

- **Ringer settings**: You can configure the ring tones for incoming calls on your telephone (**Volume** and **Melody**).
  Volume: Use the arrow keys to change the volume or enter a digit from 1 to 7 (0 deactivates the ring tone).
  Melody: You can use different melodies to distinguish between four types of incoming calls: internal calls, external calls, messages and VIP calls. Select the type of call (**Internal**, **External**, **Messages**, **VIP**). Then select a melody by using the arrow keys or entering a digit from 1 to 9.

Note: In the **Configurator** of the Web console the option **Dialling tones as cadences** is used to specify whether melodies are to be played in full or whether all melodies are all to be played at the same speed (played as cadences). The setting in the **Configurator** also affects melodies on system telephones if

selected. This means you may only hear parts of some melodies.

- **Info tones**: Using the OK softkey you deactivate an info tone or activate it again (✓). The following info tones are available:
  Key click: Every key press results in a click.
  Confirm. tones: Every time a handset setting is switched on or off you will hear a confirmation tone.
  Low battery: Three minutes before the phone is switched off due to an empty battery, you will hear four signal tones.
  Coverage warn.: You hear a warning tone when you leave the radio range of the base station your telephone is currently registered on.

Ringer Settings: In this menu you configure volume and ringing signals for your telephone. This menu is only displayed with an OpenPhone 26.

- **Melody**: You can use different melodies to distinguish between four types of incoming calls: internal calls, external calls, messages and VIP calls. Select the type of call (**Internal**, **External**, **Messages**, **VIP**). You can select from 30 different melodies.

  Then select the melody. Enter 1 … 9 or in quick succession two digits 10 … 30 or modify the displayed number with the arrow keys.

- **Type**: As well as a melody, you can assign a different kind of signalling to every call: The active setting is displayed with ✓. Select the desired setting and confirm with OK.

  – **Full Melody**: Ringer signalling with a complete melody

  – **Single**: As ringer signalling the set melody will only be played once.

  – **Chirp**: Short melody, is also only signalled once

- **Device**: You can select the combination of signal generators with which the call will be signalled. An active signal generator is marked with ✓. Select the desired signal generator and switch it on or off with OK.

  – **Buzzer**: Activate or deactivate the acoustic ringer tone. If you deactivate the signal generator then this is shown in the display with the 🔔 symbol.

  – **Vibrator**: Activate or deactivate the vibration signal generator.

Note: If you deactivate all signal generators, then the call is only sig-

nalled with a flashing symbol in the display.

- **Volume**: Select the ringer tone volume signalling (1 … 7) via entering the digit or with the arrow keys and confirm with OK.

System: This menu contains the settings for subscribing (checking in) the handset to the base station. Refer also to the information given in the chapter entitled *Commissioning* starting on page 14.

- **Subscribe** (OpenPhone 26) / **Subscription** (OpenPhone 27): Use this menu to subscribe the handset to one or more base stations. In this menu you also administer the subscription records that have been set during check-in operation. You will find further information in the sections *OpenPhone 26's "Subscribe" Menu* on page 65 and *OpenPhone 27's "Subscription" Menu* on page 66.

- **IPEI**: You can read the International Portable Equipment Identity code of your phone here.

OpenPhone 26's "Subscribe" Menu

- You have selected the menu entry **Subscribe**. Now select one of the following options:

– **Subscribe PP**: Subscribes the handset (PP = Portable Part) to the base station (FP = Fixed Part). If you wish to check in the handset using the secured procedure, you will need the FP PIN of the base station (also referred to as AC = Authentication Code). If you are using the simplified procedure, leave this field blank. For more information on checking in handsets, refer to the OpenCom 100 online help. Press **Subscribe**.

– **Autom. Search**: If you have subscribed your handset to several base stations, in the idle state it will automatically select one of the base stations in range. Your handset will thus automatically register on one of the base stations on which it is subscribed to as soon as you are no longer within the range of the current base station. If the handset is subscribed to one or more base stations, the menu option "Auto search" is used to open a list of subscription records. Use the arrow keys to select a base station and press Option. The following settings can then be made for that subscription record:

– **Select**: If you have subscribed the handset to several base stations, you can select which one your handset should use.

– **Edit Entry**: You can edit the name and display of the telephone number (usually the internal/local telephone number) for the selected subscription record. This information appears in the idle state when the handset is registered on the corresponding base station.

Note: With the OpenCom 100, you do not need to enter an internal phone number for the handset since the communications system manages internal numbers automatically.

– **Delete Entry**: Here you delete the subscription record of the base station in your handset. The handset can only be operated on this system when it has been checked in again. When the last entry in this list has been deleted, the handset automatically begins to search for a new base station to subscribe to.

OpenPhone 27's "Subscription" Menu

- You have selected the menu entry **Subscription**. Now select one of the following options:

  At least one subscription available: You see a list of base station names to which the handset has subscribed and additionally the **Auto. Search** entry. Select the one of the entries and press Options. You can now make the further below described settings for this entry.

  No subscription available: You see the note **No Subscription**. Press New to add a subscription.

  – **Select** (having selected **Auto. Search**): If you have checked the handset into multiple base stations, then the handset will (in the idle state) automatically select a reachable base station. Your handset will automatically be "registered" at another base station as soon as it is no longer in range of the current base station.

  – **Select** (having selected a different subscription entry): If you have registered the handset at multiple base stations, then you can select which subscription your handset should use.

  – **New**: You subscribe the handset (PP = Portable Part) to the base station (FP = Fixed Part). Possibly you will need the PARK of the base station. If you wish to check in the handset using the secured procedure, you will need the FP PIN of the base station (also referred to as AC = Authentication Code). If you are using the simplified procedure, leave this field blank. For more information on checking in handsets, refer to the

OpenCom 100 online help. Enter the **PARK** and press Go on. Enter the **Auth. code** (Authentication Code) and press OK. After a successful check in, you can enter the name and number for the subscription entry. Confirm with OK.

– **Edit**: You can edit the name and display of the call number (usually the internal/local call number) for the selected subscription record. This information appears in the idle state when the handset is registered on the corresponding base station.

Note: With the OpenCom 100, you do not need to enter an internal call number for the handset since the communications system manages internal call numbers automatically.

– **Delete**: Here you delete the subscription record of the base station in your handset. The handset can only be operated on this system when it has been checked in again. When the last entry in this list has been deleted, the handset automatically begins to search for a new base station to subscribe to.

– **Delete All**: Here you delete all subscriptions.

Telephone options: This menu contains further terminal-specific settings.

- **Auto-Keylock** (OpenPhone 26) / **Auto Key Lock** (OpenPhone 27): Use OK to activate (✓) or deactivate automatic keypad lock. When the automatic keypad lock is active, the keypad lock is automatically switched on if you do not use the device for more than 60 seconds in the idle state.

- **Key Click**: This menu entry is only displayed with an OpenPhone 27. For each key operation a short signal tone can be activated. With OK you activate (✓) or deactivate the key click.

- **Alarm:** This menu entry is only displayed with an OpenPhone 27. You can set a time between 00:00 and 23:59 at which time the handset will emit an acoustic signal. The signal type is defined by the ringer tone setting for external calls. The alarm signal lasts approximately one minute and can be switched off by pressing any digit key. After each signalled alarm, you will need to reactivate the alarm again.

  – **Set**: Here you enter the wake time, for example 12:15. Confirm your input with OK.

– **Active**: With OK you activate (✓) or deactivate the alarm.

Note: When the alarm is active, the idle display shows an alarm symbol (⏰) next to the time.

- **SOS Key**: If the handset is in the idle state, you can dial a pre-programmed SOS number by pressing and holding the ® key; you do not need to press receiver key ⊖. You can enter and save any internal or external telephone number. If you want to programme an external number as the SOS number you may – depending on the system configuration – have to precede it with the external line seizure digit (see also *Making External/ Internal Calls* starting on page 32). With the OpenPhone 26 you can use the telephone book when programming a call number for the SOS key. Press the **Phoneb.** softkey and select the desired phone book entry using the arrow keys.

- **Aut. Call answ.** (OpenPhone 26) / **Auto Answer** (OpenPhone 27): If the phone is removed from the charging station when a call is signalled, the call is accepted immediately; you do not need to press the receiver key ⊖. Use the OK softkey to activate (✓) or deactivate the function.

  When a headset (only with the OpenPhone 27) is connected, calls are established automatically, and you can telephone without your hands. When the caller goes on-hook (i.e. puts the phone down), the call is disconnected. If you are not using the headset, then please deactivate this function as unnoticed listening-in by a caller is possible.

Note: The "Automatic call answer" function should only be used when the "Silent charging" function, described below, is off.

- **Silent charg.** (OpenPhone 26) / **Silent Charging** (OpenPhone 27): The handset does not signal any calls as long as it is in the charger. This applies to acoustic signalling via the ringer, to visual signalling and for signalling by the vibration alarm. As soon as you remove the handset from the charger, calls are signalled again. Use the OK softkey to activate (✓) or deactivate the function.

- **Coverage Warn.**: This menu entry is only displayed with an OpenPhone 27. The coverage warning sounds a warning tone when leaving the radio range. Use OK to activate (✓) or deactivate this function.

- **Username** (OpenPhone 26) / **User Name** (OpenPhone 27): Here you enter or edit the name that appears on the display when the handset is in the idle state. Use the OK softkey to save the setting.

Note: The user name saved here is a two-character abbreviation displayed on this phone only. It is not identical to the user name the administrator enters for a user when configuring the OpenCom 100 and which is used in the central phone book, for example.

- **Language**: Select a language from the list and confirm with OK. Display texts then appear in this language.

- **Display Contrast** (OpenPhone 26) / **Contrast** (OpenPhone 27): Use the arrow keys to adjust the display contrast and confirm with OK.

- **Default setting**: Use this function to reset your handset to the factory settings. This menu is only displayed with an OpenPhone 26.

  – **Clear Phonebook**: After confirming a security prompt you can delete the local telephone book. The local telephone book contains all entries which are stored in your handset. For more information on the telephone books of your communications system please refer to the chapter entitled *Making Calls from the Telephone Book* starting on page 50.

  – **Reset PP**: After confirming a security prompt you reset the handset (PP = portable part) to the factory settings.

"Protection" Menu

First select **Protection** and then …

Call protect.: This switches call signalling on your telephone **On/Off** (with the exception of VIP and hunt group calls). You can activate (✓) call protection for all calls or for internal calls only/for external calls only. When call protection is activated, the caller hears either the idle or the busy tone. The system administrator configures this when configuring user groups.

Note: Call protection is only activated on the telephone on which it was set. Even if your internal telephone number is configured on other telephones, call protection is not automatically activated on those telephones.

Telephone lock: Enter your device PIN. Activating the telephone lock switches your telephone to a lower external access authorisation level. External dialling may then be par-

tially or fully restricted. Emergency numbers can be stored in a special list applicable to your user group and can then always be dialled, irrespective of your external authorisation. For more information ask your system administrator.

Baby call: Enter the destination number and activate or deactivate the baby call (see also the chapter entitled *Baby Call* starting on page 47).

Change PIN: Enter your current device PIN and then the new PIN twice. If you have forgotten your device PIN, contact your system administrator.

Availability: All active features that hinder your availability are cleared (i. e. call protection, call-waiting protection, call forwarding).

Call wait. Prot.: During a telephone conversation, no further calls are signalled by the call-waiting tone. The new caller hears the busy tone. Activate the function with **On**.

Note: Call-waiting protection is only activated on the telephone on which it was set. Even if your internal telephone number is configured on other telephones, call-waiting protection is not automatically activated on those telephones.

"Connections" Menu

Note: The following features are available only if this is permitted by the current call state of your telephone. You can also find these features in the call-dependent menus.

First select **Connections** and then …

select **Call pick-up**, then …

- **Pick-up**: This accepts a call for another telephone in your pick-up group.

  If the called subscriber is a member of a user group for which pick-up protection is active, then you cannot pick up calls to this subscriber's number.

- **Pick-up select.**: You can answer a call for any other telephone. To do this, enter the telephone number of the other telephone.

  If the called subscriber is a member of a user group for which pick-up protection is active, then you cannot pick up calls to this subscriber's number.

Note: If the other terminal is already in the call state (e. g. an answering machine is in announcement mode), you pick up the call. The subscriber for whom you pick up the call must belong to a user

group for which the "Call removal" authorisation is activated, otherwise "Pick-up selective" is not possible.

Or select **Dial**, then …

- **Announcement**: After entering the telephone number, you can initiate an announcement on another **system terminal**. Enter the telephone number under **To:**. Announcements can also be directed to telephone numbers under which several subscribers can be reached (see also *Announcements* starting on page 49).

  If the called subscriber is a member of a user group for which "Intercom protection" is active, no announcements are made to this subscriber's telephone number.

- **VIP call**: Even if call protection, call-waiting protection or call-forwarding is activated on the internal subscriber's telephone, this function overrides these restrictions and signals your call (N.B.: this only works if the subscriber has a system terminal).

- **Door opener**: This activates the door opener.

- **Phone book**: This opens the telephone book of the OpenCom 100. You can now call one of the stored subscriber numbers (see also *Making Calls from the Telephone Book* starting on page 50).

"Phone book" Menu

You can add, edit and delete entries in your personal telephone book in this menu. If your system administrator has given you (or the user group to which you belong) the necessary authorisation, you can also edit the central telephone book and your company telephone book. An entry in your company telephone book is created in exactly the same way as an entry in your personal telephone book. It can then be used by all employees in your company.

Information about company telephone books can be found in the "Mounting and Commissioning" user guide in the chapter entitled "Multi-Company Variant" and in the online help to the OpenCom 100.

First select **Phone book** and then …

- **New entry**: Select the required telephone book: **Personal**, **Company** or **Central**. Enter the name and first name and the telephone numbers (**Office**, **Mobile**, **Private**).

  For each telephone number in a telephone book entry, you can specify whether your own tele-

phone number should be automatically suppressed whenever you dial these numbers (from the telephone book). If your telephone number should be displayed, confirm **Transmit number** with OK. Otherwise use the lower arrow key to scroll to the **Suppress number** menu item and then press OK.

Note: If you do not activate the "Suppress number" function for a telephone number saved in the telephone book, you can suppress the display of your telephone number from call to call, i. e. before you dial the destination telephone number.

In the central telephone book you can assign a speed-dialling number to one or several telephone numbers in the telephone book entry. The system will offer a speed-dialling number. You can accept this number with OK. Alternatively you can delete this speed-dialling number using the ⌫ key, enter another one which is not in use and confirm with OK.

Then select the default number (**Default office**, **Default mobile** or **Default private**) and confirm with OK. The default number is the number that is used if you do not select any other number before establishing the connection.

Press OK to save the entry.

- **Edit**: Select **Personal**, **Company** or **Central**. In the **Name** field enter the first letter/s of the name. Then select the desired entry from the list and confirm with OK. Select **Delete** or **Edit**. Select **Edit** to edit all data of this entry. The procedure is identical to the one used to create a new phone book entry.

"Voicebox" Menu

This menu item is only displayed if a voicebox has been configured for you! You can edit new and existing voicebox messages and change the voicebox settings in this menu.

Note: The options for editing a voicebox message are only executed if a voicebox has been activated (in the OpenCom 100's **Configurator**, **OpenVoice: Voiceboxes** menu).

First select **Voicebox** and then …

Voicebox mess.: You see the list of messages received. Each message is identified by the caller's phone number or, if stored in your phone book, by the caller's name. Messages that have not yet been played back are marked with a tick (✓) on the OpenPhone 26, on the OpenPhone 27 with a "+". Messages that have been played back are

marked by a "-". Select a message and one of the following options.

- **Play**: Listen to the message the caller recorded. You can also use the number keys **4** (rewind), **5** (pause) and **6** (fast forward) to control message playback.
- **Dial**: Call the caller back.
- **Delete**: The message will be deleted.
- **Phone book**: You add the caller's telephone number to a phone book (see also *Add Phone Numbers to Phone Book from Lists or During a Call* starting on page 52).
- **Forward**: Forward the message to a voicebox of another OpenCom 100 user, with or without a comment. Under **To:**, enter the phone number of the other voicebox. Confirm a recorded comment by pressing the ⊖ key.
- **Info**: Use **Info** to view the telephone number or user name of the caller, as well as the duration, date and time of the selected message.
- **Delete all**: You delete all messages stored in your voicebox.

Call voicebox: Call your voicebox and identify yourself with your code when prompted to do so. OpenVoice informs you whether you have any new messages. You can also edit new and existing messages and voicebox settings. Follow the voice menu instructions.

Note: For detailed information on utilisation and operation of OpenVoice, please refer to the add-on guide "OpenVoice – The Voicemail System in the OpenCom 100 Communications System".

"Central settings" Menu

In this menu you can define rules and settings for the time management of your system.

The **Time control** menu item is available if the user group of your telephone has been granted "Time control" in the Configurator. The **Date/Time** menu item is available if the user group of your telephone has been granted "Configurator – active" in the Configurator. If you do not have either of these authorisations this menu will not be displayed on your telephone.

First select **Central settings** and then …

- **Time control**: In the OpenCom 100 several time groups can be configured. Depending on the activated time group, incoming calls are

signalled on different telephones. Switching between these time groups can be done manually or automatically, in this case according to a timetable configured by the system administrator.

Select **Automatic** to activate automatic time control. The configured time groups then change automatically according to the timetable configured by the system administrator. This setting remains active until one of the available time groups is set manually.

The system administrator can configure up to ten time groups. The time groups are either numbered (default setting) or they have been given names by the system administrator. You can manually select a specific time group; the automatic time control is then deactivated.

Note: Any "Divert MSN" always remains in effect, regardless of the currently active time group.

- **Date/Time**: The date and time are taken over from the exchange on the first external outgoing call. If this information is not transmitted by your network operator, you can set the date and time here yourself.

"Info" Menu

This menu is used to quickly locate messages that have arrived or been saved. The same menu items can also be found in the main menu. If there are new entries in the info list then …

… OpenPhone 26: the Info symbol flashes slowly in the display

… OpenPhone 27: the Info key flashes.

In the idle state **briefly** press the Info key ⓘ and then select …

Missed calls: This menu item is only available when there are entries in your missed calls list (refer to the section entitled "Missed calls" on page 57).

Voicebox mess.: This menu item is only available when there are entries in the voicebox messages list (refer to the section entitled "Voicebox messages" on page 58).

Short messages: This menu item is only available when there are entries in the short messages list (refer to the section entitled "Short messages" on page 61).

E-mail: This menu item is only available if there are e-mails in your e-mail list (refer to the section entitled "E-mail" on page 62).

Appointments: This menu item is only available if you have at least one active appointment (refer to the section entitled "Appointments" on page 62).

Charges: You see the charges for the last call and the total call charges for your telephone.

Active features: You can access the Active Features menu (see next chapter) using this menu item.

Note: In order to be able to use the Info key, your OpenCom 100 communications systems must be using a software version of at least 5.22.

"Active features" Menu

This menu gives you an overview of the active features that restrict your availability. The same menu items can also be found in the main menu. You can deactivate features directly, thereby removing them from this menu.

Press and **hold** the Info key ⓘ or select **Active features** in the Info menu. Then select …

Call protect.: This menu item is only available if the Call protection feature is active. You can use this menu item to deactivate call protection again (see also the section entitled "Call protection" on page 69).

Call diversion: This menu item is only available if you have activated call diversion. You can use this menu item to re-programme call diversion (see also the section entitled "Call diversion" on page 60).

Hunt group: If your device belongs to one or more hunt groups, a list of corresponding hunt groups will be displayed. You can now disconnect from or connect to hunt groups (see also the section entitled "Hunt group" on page 59).

Time control: This menu item is only displayed if you are authorised to edit the OpenCom 100 time control. It allows you to select a time group or activate automatic time control (see also "Time control" on page 73).

Telephone lock: This menu item is only available if you have activated the telephone lock. You can deactivate the telephone lock after entering the PIN (see also the section entitled "telephone lock" on page 69).

Note: In order to be able to use the Info key, your OpenCom 100 communications systems must be using a software version of at least 5.22.

USB Connection

Updating the Software

General Information

With the aid of a data cable, the firmware for your OpenPhone 27 can be updated. For this, you will require the following:

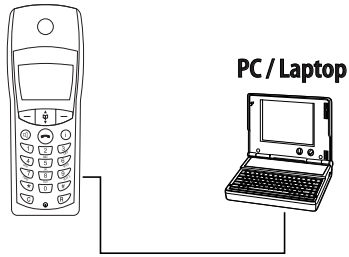
- PC with Microsoft Windows and a USB interface
- A USB data cable for your OpenPhone 27
- CD with USB driver and updating programme

You will find the required software on the OpenCom 100's system CD. A USB data cable is part of the scope of delivery of your OpenPhone 27.

Procedure

Carry out the following steps in order to update the firmware of your OpenPhone 27. The described USB driver installation will also be required for the data communication (see *Data Communication* starting on page 78).

1. Under Windows 2000/XP you must log on as an administrator.
2. Connect the USB port of your PC to the OpenPhone 27 interface using the data cable supplied.



3. The Windows operation system shows the assistant for the driver installation. Insert the OpenCom 100's system CD and follow directions of the assistant.

Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
This wizard helps you install software for:
CP2101 USB Composite Device
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel
Found New Hardware
CP2101 USB Composite Device
Recycle Bin
start
6:17 AM

Note: Two drivers will be installed: USB and UART drivers.

4. You can now start the OpenPhone 27 firmware actualisation application provided on the System CD. You show see the following:

Update OpenPhone 27
Welcome
The wizard supports updating the software of your DECT handset.
Make sure, that your device is powered up and connected with the computer.
Please close all other applications on your PC.
Than select 'Next'.
58-1-29 / 48-1-29
< Back
Next >
Cancel

Please follow the instructions given by the application to update the firmware.

Once the program has obtained the configuration information, your telephone is switched off.

Now turn the device back on by holding the ⊡ key and at the same time, pressing the ℝ key. Now the firmware will be updated.

Data Communication

General information

Your OpenPhone 27 enables data communication via ISDN. In order to do this, you must first install the software supplied on the accompanying CD on your PC.

In order to do this, you must first register your OpenPhone 27 as "OpenPhone 27/28 + Data". You can obtain further information via the Online-help of OpenCom Configuration program.

You can then surf the Internet, send and receive e-mails and access the OpenCom LAN.

We would like to point out here that the software and hardware descriptions of the companies named are protected by copyright or patent.

System prerequisites

The system prerequisites for the installation of the PC software are as follows:

- IBM or fully compatible computer
- Pentium 133 MHz or higher
- At least 16 MB of RAM
- Microsoft Windows 98/Me/2000 or XP
- One free USB port
- CD-ROM drive

Notes on the data application

- An internal link between two connected PCs is not possible.
- For technical reasons, an external connection between two PCs connected to the same system is not assured.

Installing the Software

Installation sequence

Please install the software in the following order:

1. OpenPhone 27 USB driver (see *Updating the Software* starting on page 76).
2. OpenPhone 27 software (CAPI driver software)
3. Browser software if required (Microsoft Internet Explorer, Netscape Communicator)

Parallel to the installation, please also read the information in the "ReadMe.htm" file in the root folder of the CD and/or the "Current Information" on the start screen of the installation program.

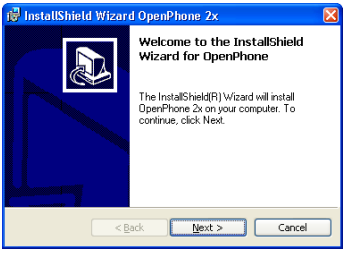
Important prerequisite for installation

Please note: If you have already installed an ISDN modem or ISDN card in your computer, you must first uninstall or deactivate the driver software for this component before installing the phone software.

Installing the software

1. Connect your OpenPhone 27 and install the USB driver as described under *Updating the Software* starting on page 76.
2. Insert the CD in your CD-ROM drive. The installation program will start automatically when you insert the CD. It can, however, also be started manually: select the CD-ROM drive using Windows Explorer, and double-click on the "CD_Start.exe" file in the root folder of the CD.

3. First install the driver software for your OpenPhone 27. Move the mouse to the text called **Install OpenPhone 27 Software**, which will then be highlighted, and press the left-hand mouse button. From the shown options, select the CAPI driver installation that corresponds to your hardware configuration.


InstallShield Wizard OpenPhone 2x
Welcome to the InstallShield Wizard for OpenPhone
The InstallShield(R) Wizard will install OpenPhone 2x on your computer. To continue, click Next.
< Back
Next >
Cancel

The installation program will then start. Please follow the instructions on the screen. After the welcome screen, the licence agreement and possibly a message concerning existing ISDN installations, you will come to the path selection. If you would prefer a different target folder, click on **Change** and select a suitable folder.

After exiting this screen by clicking on **Next**, you reach the installation-type screen. Only experienced users should activate the **Custom** option; it allows you to decide exactly which components should be installed. Click on **Next** to proceed.

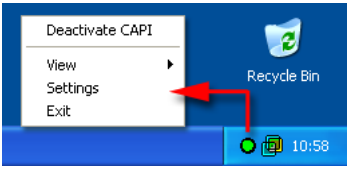
In the port selection which follows **Search port (recommended)** click on **Next**.

In the next screen you will see information about the software to be installed. Start the installation procedure with **Install**.

If the installation procedure establishes that files on your PC are newer than those on the CD, a corresponding message screen opens. Please retain the most recent files.

4. To complete the installation you must restart your PC. If you have not modified the default values, then in your start menu, under "Programs", there should be a folder "OpenCom" which in turn contains a folder "OpenPhone 27". In this folder you will have the "CAPI-Control" entry.

When the PC has restarted, you will see on the right-hand side of the Windows taskbar a LED symbol for the CAPI driver.



The colour of the LED indicates the port status:

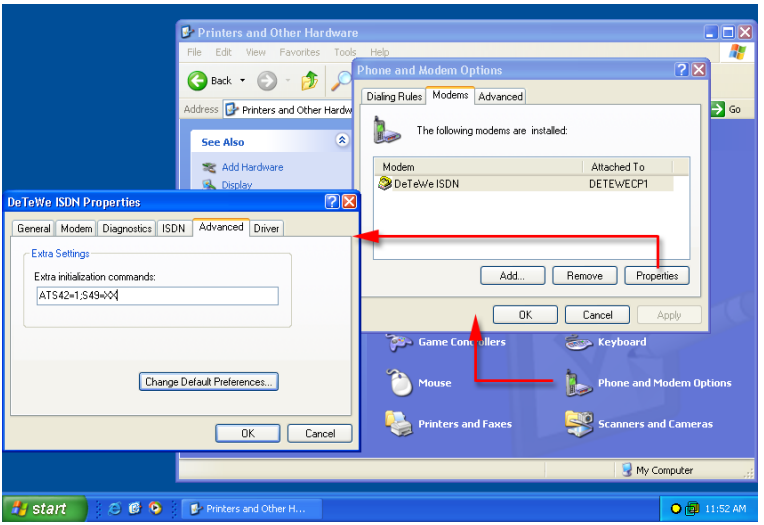
red – deactivated

yellow – no link to the device

green – ISDN data link exists

grey – link exists to the device.

5. Now connect your OpenPhone 27 to the PC. The Device Manager will automatically complete the installation (this may take up to a minute).



Note: For an optimal functionality you should set the data call number for the modem. This can be done with the special initialisation command "ATS42=1;S49=Call number" (see screen shot).

Internet Access

Using the OpenPhone 27, there are several ways of connecting to an Internet Service Provider (ISP). If several PCs wish to go online simultaneously, then a connection via the OpenCom 100 dial-up interface has the advantage that only one connection to the ISP is required. In this way, money is saved.

Access via the OpenCom dial-up interface (RAS)

Via the integrated router, you can use the OpenCom dial-up interface to connect to the ISP. The connection is made to the Internet Service Provider set in the OpenCom Configurator under **NET Configuration: Connections: ISP**.

The advantage of this connection method is that should other PCs also desire to connect to the Internet, is only one connection to the ISP necessary thus saving money.

For further information, see *Setting up the OpenCom dial-up network access (RAS)* starting on page 85.

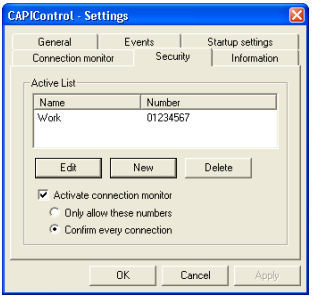
Access via a PC dial-up interface

You can set up a dial-up network to the Internet using the access information provided by your Internet Service Provider (ISP).

The connection to the ISP is established via an available B-channel. Potentially this can be a disadvantage: if another PC also establishes a connection to the ISP, higher costs are incurred. The second PC uses a second free B-channel since the original connection was not made via the OpenCom integrated router.

For further information, see *Settings for an Internet connection via the PC dial-up network* starting on page 84.

To guard against the creation of undesired dial-up connections, you should activate connection monitoring in the CAPI-Control settings screen under **Security** tab, for example by checking confirm each new connection.

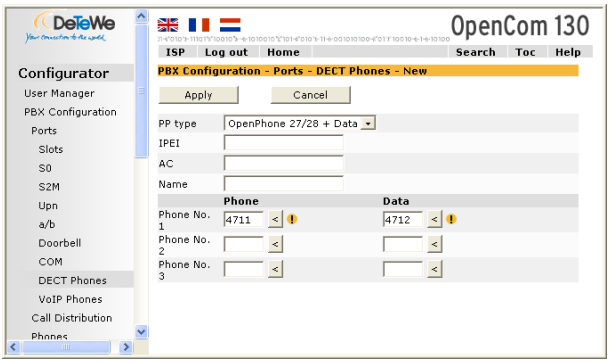


Setting up the OpenPhone 27

First requirement is the configuration of the OpenPhone 27 as type "OpenPhone 27/28 + Data". This can be done in the OpenCom Configurator under the menu option **PBX Configuration: Ports: DECT Phones**.

The **Telephone** and **Data** options for the handset can either have the same number or two different internal numbers. In either case, the number(s) must be assigned to a user via the User Manager.

These settings apply for both the internet connection via the OpenCom and via a PC.



When using different telephone numbers for **Telephone** and **Data**, is it imperative that both numbers be assigned to users. If your OpenPhone 27 handset is registered as **Data**, then a PC symbol will appear on the display of the handset.

Settings for an Internet connection via the PC dial-up network

From the included System CD, as first step, install the driver for your OpenPhone 27, see *Installing the Software* starting on page 79. A dial-up connection to your Internet Service Provider can then be configured as explained in the following description.

Configuring the connection

Prerequisites: In order to be able to browse the Internet from your PC, you require access via a provider. In order to configure your connection, you will be require the following information:

– dial-up number

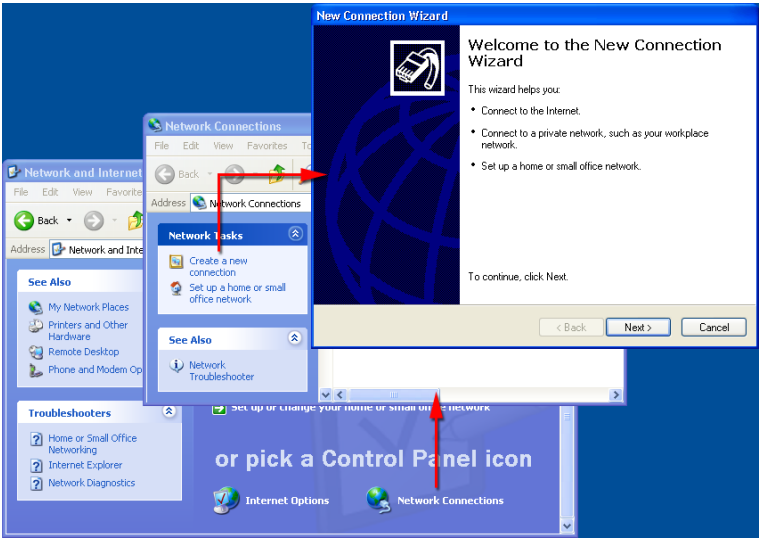
– user name

– password

Setting up the dial-up networking access

1. In the Windows control panel, open the category **Network and Internet Connections** (Windows XP) or **Dial-up Networking** (other Windows versions). Alternatively choose the **Properties** command in the context menu of the **My Network Places** icon.

2. Call up the internet connection wizard. Follow the instructions of the wizard. Select the **DeTeWe ISDN** entry as modem de-



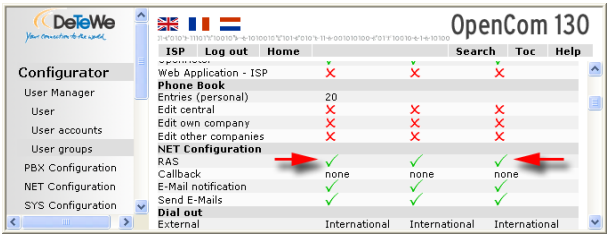
Internet Connection Wizard

Note: When you create the dial-up networking connection, please ensure that you enter a "0" as the prefix if automatic external line seizure is not configured for the selected user's user group.

Setting up the OpenCom dial-up network access (RAS)

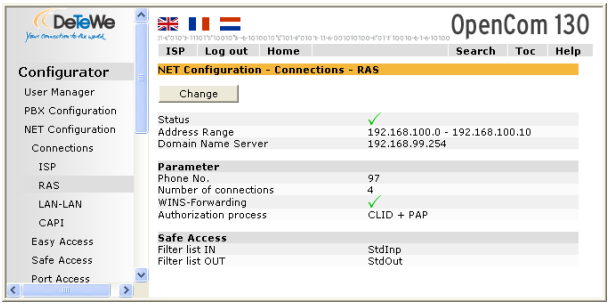
Before connecting to your Internet Service Provider via the OpenCom RAS interface with integrated router, the following settings are necessary:

One of the user's assigned user groups must have **NET Configuration/RAS** set to active.

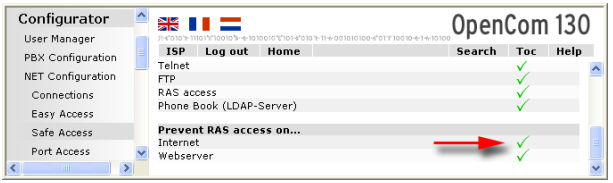


The menu options under **NET Configuration: Connections: RAS**, the RAS interface must have

- the **Status** set to active
- an internal telephone assigned to it
- the required authorisation procedure activated
- one connection enabled (a maximum of ten connections are possible).



The option **Prevent access from the Internet on … Internet** under the menu **NET Configuration: Safe Access** must be deactivated.



A connection must be configured in the dial-up network which has the same internal telephone number as the RAS interface. The settings are identical to those for the Internet dial-up connection.

In the connection details window, the same user name and same password must be entered as configured in the OpenCom User Manager.

When this has been successfully completed, the symbol for an active dial-up connection will appear in the status line next to the time. In the display of the OpenPhone 27 you will see the words **Data connection**.

Removing the Driver

If at a later date you wish to remove the driver software from your PC, please proceed as follows:

1. End driver operation by clicking on the LED symbol on the right hand side of the taskbar with the right-hand mouse button. You will possibly have to end other active data applications. Now open the control panel (via **Start: Settings**). Double-click on **Software**.
2. In the list of installed software, you will see **OpenPhone 27**. Mark this entry and click on the **Add/remove…** button.
3. Follow the instructions. If a de-installation is necessary, click on the corresponding symbol. In order to remove the software, press the right-hand mouse button and select **Finish** in the context menu. Please end all CAPI applications.

Appendix

Care and Maintenance

Your telephone is a product that meets the highest standards of design and manufacture. It should therefore be treated with care. Follow the advice below, and you will be able to enjoy using this product for a long time.

Please follow all the *Safety Precautions* starting on page 6. These precautions apply to the handset, the charging station, the rechargeable batteries (the entire telephone), as well as the accessories.

To clean the telephone, first remove the charger adapter plug from the mains socket. Wipe the equipment with an anti-static cloth or a soft, damp leather cloth, then with a dry cloth.

Note: Never spray your telephone with cleaning fluid or solvents.

Clean the handset and charging station with a lint-free cloth.

If your telephone or one of the accessories fails to function correctly, contact your supplier's customer service.

OpenPhone 27 with a MEM card

General Information

The OpenPhone 27 can be equipped with a memory card (MEM card) which is provided. The MEM card stores the device's local settings (including a local telephone book with 100 entries) and the device's identification (IPEI). Therefore when exchanging the device it is possible to have this information (via the MEM card) on the other device, thus allowing (without re-enrolment) immediate telephony.

Operation with/without MEM card

The OpenPhone 27 when commissioning for the first time, without a MEM card, is also fully operational (without the above mentioned advantages). However, if you have inserted a MEM card (which also already adopted the telephone's data), then removing it causes the OpenPhone 27 to become non-functional until a programmed MEM card is inserted.

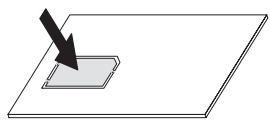
Programmed MEM card means: A MEM card that has been inserted in another device or a MEM card that has been especially prepared by the Service (e.g. as replacement).

Inserting the MEM card

Safety Notice!
The MEM card must be handled with a great deal of care. The contacts must be free of dust, moisture, fat etc. Do not store the MEM card in warm areas (e.g. direct sunlight). Do not bend the MEM card; the contacts can be broken.

The MEM card is inserted in the battery compartment under the batteries.

1. Using your finger, first remove the small MEM card from the larger frame.

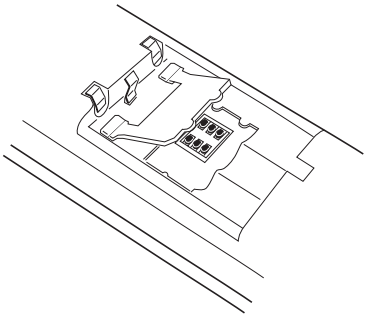


2. Open the battery compartment (see page 10) and remove the batteries (if these have already been inserted).

3. Slide the MEM card cover in the battery compartment in the arrow direction (OPEN). Softly pivot the cover upwards.

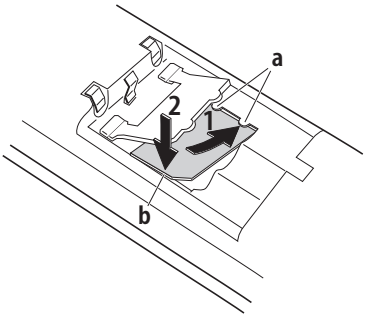
Note: Never touch the now visible shiny gold contacts! Static dis-

charge can cause the device to become defective.



4. Slide the MEM card (with the contact-surface facing downwards) under the half-moon-holders (a) in the MEM card compartment. Thereby ensure that the bevelled edge of the MEM card is to the bottom left.

5. Press the MEM card down until it locks in with an audible sound.



6. Close the MEM card compartment with the cover (slide the cover notches into the case until the cover complete covers the MEM card).

7. Insert the batteries (see page 11) and close the battery compartment (see page 10).

Removing the MEM card

It is only necessary to remove the MEM card if you pass on the handset or if you need the MEM card for a new handset.

After having removed the batteries:

1. Slide the MEM card cover in the battery compartment in the arrow direction (OPEN). Softly pivot the cover upwards.

2. With a pointed object press on the release (b), see diagram opposite.

3. Take the MEM card out.

Technical Data

Standards:	DECT, GAP, CAP
Display:	OpenPhone 26: 3-line graphic display OpenPhone 27: 5-line graphic display
Handset weight:	approx. 140 g (including batteries)
Handset dimensions:	146 x 53 x 28 mm (L x W x H)
Battery:	3x AAA cells (NiMh)
Stand-by time:	OpenPhone 26: up to 200 hours OpenPhone 27: up to 140 hours
Talk time:	OpenPhone 26: up to 20 hours OpenPhone 27: up to 14 hours
Charging time:	approx. 5 to 6 hours (discharged battery charged to full capacity)
Data port:	USB (OpenPhone 27)

Notes on disposal

In order to avoid any possible effects resulting from the disposal of electrical and electronic equipment containing substances damaging to the environment and human health, the European Parliament and Council directives

- 2002/96/EC on waste electrical and electronic equipment (WEEE) and
- 2002/95/EC on the restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS)

have been transferred into national law in all EU member states.

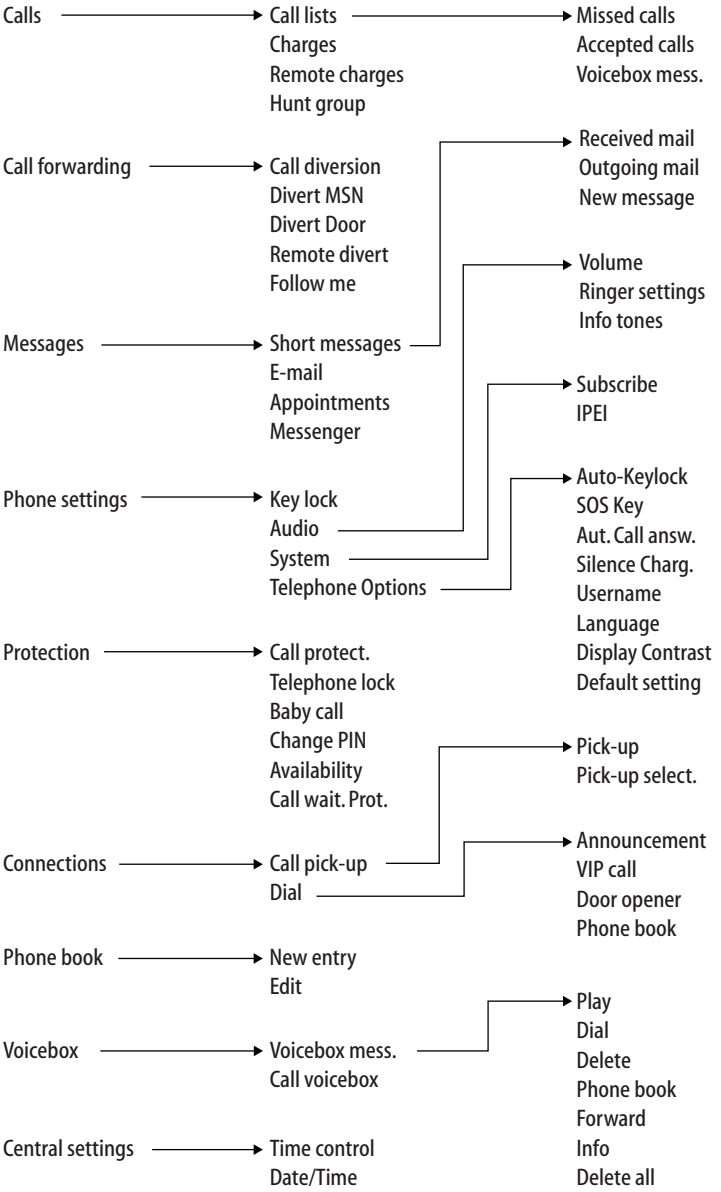
The primary aim of the legislation is the prevention of waste electrical and electronic equipment, and also the recycling, material recovery and any other form of recovery of such waste in order to reduce the quantities of waste to be disposed of and the amount of hazardous substances from electrical and electronic equipment in waste.

The product that you have purchased was developed in line with the current state of the art in an environmentally friendly manner and with a view to recycling. It therefore meets the specifications of the European directives.

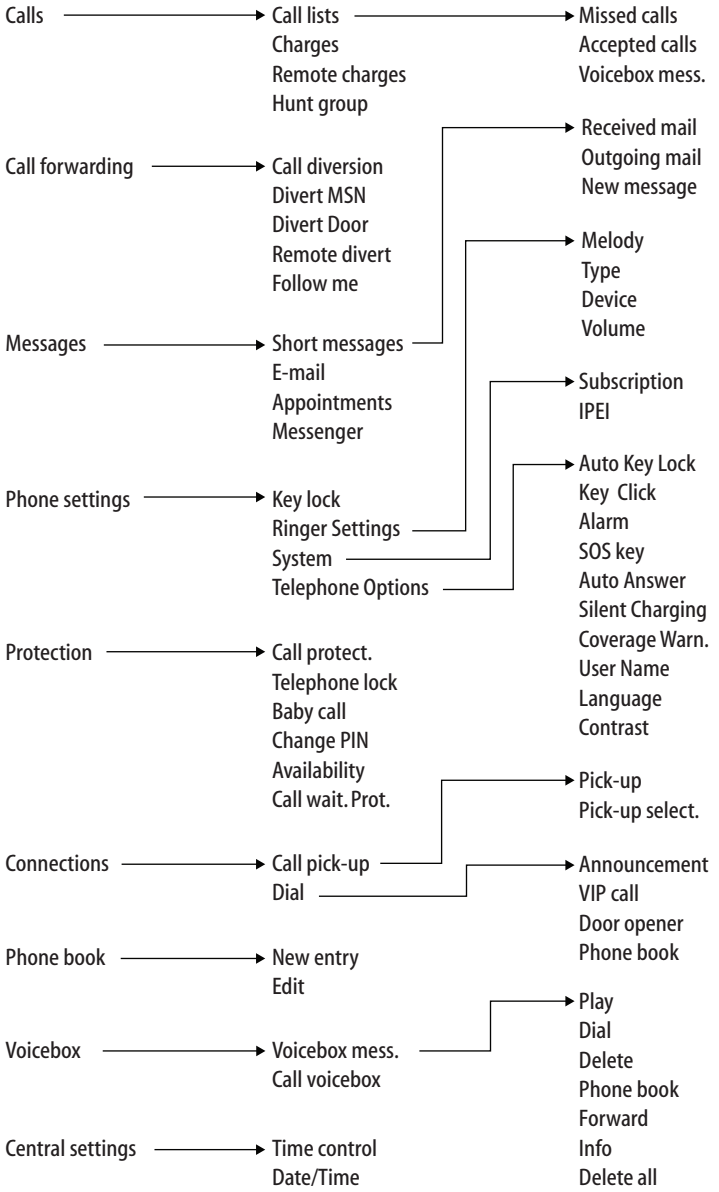
The product is labelled with the symbol illustrated above. If you wish to dispose of this product, this symbol obliges you to do so separately from unsorted domestic waste. Suitable facilities have been set up for the return of waste electrical and electronic equipment. Waste equipment can be handed in at these return centres free of charge. To find out where these return centres are located, please consult the information provided by the department of your local authority responsible for waste disposal.

Please note:
Electrical equipment does not belong in household waste.
Deposit it free of charge at a return centre.

OpenPhone 26's Main Menu



OpenPhone 27's Main Menu



Index

Numerics

3-party conference 27

A

Active features (Menu) 75
Alarm 27, 67
Announcement 31, 49, 71
Appointment call 47
Appointments 62
Arrow keys 21
Audio 63
Automatic call answer 68
Automatic keypad lock 67
Availability 70

B

Baby call 47, 70
Base station
- Automatic Search 66
- Automatic search 65
- Select 65
- Selection 66

Batteries
- Charging and operating times 12
- Charging status 18
- Charging, discharging 12
- Commissioning 12
- Discharged (warning tone) 64
- Inserting, removing 10

Blocked/unblocked call numbers 28
Booking number 38, 45, 46
Busy (Menu) 39

C

Call
- Accepting 42
- Deflecting 42
- Menu 42
- Parking 37, 42
- Pick-up 70
- Rejecting 42
- Transferring to an external subscriber 44
- Transferring to an internal subscriber 43
- Unparking 31

Call Diversion 45
Call forwarding 60
- Door 60
- External line seizure 33
- For other users 61
- For your telephone 60
- Menu 59
- MSN 33, 60

Call indicator 27
Call lists 57
- Accepted calls 58
- Making a call from 35
- Missed calls 57
- Voicebox messages 58, 72

Call number
- Restricting display of 32
- Transmitting display of 32

Call numbers
- Blocked/unblocked 28
- Internal, external 27

Call protection 69
Call transfer 43
Callback 39, 44
- Answering 50

Call-charges 27

Calling … (Menu) 37
Calling the Entrance Intercom 48
Calls
Ending 36
Menu 57
Call-waiting (Menu) 42
Call-waiting protection 70
Cancel key 23
CAPI driver software 79
Care and maintenance 87
Central settings (Menu) 73
Central telephone book 50
Charge display 13
Charges 31, 58
Display 27
Charging station 11
Charging time 12
Checking in 14
CLIP 29
CLIR 29
Commissioning 14
Company telephone books 50
Conference 43, 45
Ending 47
Menu 46
Confirmation tones 64
Connections (Menu) 70
Coverage warning 64, 68
Customer service and warranty 88

D

Date 74
Declaration of Conformity 7
DECT 8
Default setting 69
Deflect call 42
Dial 71
Disconnect 37, 39, 40, 42, 45, 46
Display 16
Contrast 69
Lines 18
Door Call Forwarding 48
Door opener 31, 39, 40, 42, 45, 47, 48, 71
Doorbell 48
DTMF 27

E

E-mail 18, 23, 62
Enquiry 43
Entrance intercom 48
Entrance intercom calls 48
External line seizure 32

F

Features 28
Follow me 61

G

GAP 8

H

Handset
Switching on/off 26
Handset subscribing 66
Hands-free 26, 37, 42, 45, 46
Hash key 23
Using 55
Hearing aids 9
Hunt group 59

I

Illumination 20
Info
Active features 75
Appointments 75
Call diversion 75
Call protection 75
Charges 75

E-mail 74
Hunt group 75
Menu 74
Missed calls 74
Short messages 74
Telephone lock 75
Time control 75
Voicebox messages 74
Info key 23
Info tones 64
Installation site 10
Intercept 39
Internet Access 82
IPEI 65
ISDN 78

K

Key click 64, 67
Key lock 63
Keypad dialling 28
Keypad lock 18
Keypad protocol 28
Keys 16

L

Language 69
Least Cost Routing (LCR) 28
switching off 32
Line seizure 32
Loudspeaker 16, 17
Loudspeaker key 23

M

Main Menu 56
Main menu 32, 92, 93
Making a Call 33
Melody 63, 64
Menu
Active features 75
Before and during a call 30
Busy 39
Call 42
Call forwarding 56, 59
Calling … 37
Calls 56, 57
Call-waiting 42
Central settings 57, 73
Conference 46
Connections 56, 70
During a call 40
Info 74
Main menu 56
Messages 56, 61
Phone book 51, 57, 71
Phone settings 56, 63
Protection 56, 69
Selection (in the idle state) 31
Subscriber on hold 44
Voicebox 57, 72
Menus
Automatic Hide 22
Using 55
Messenger 62
Microphone
off 18
Switching off 26
Multiple Connections 27
Muting 26

N

Note 31
Number keys 23

O

Operating time 12

P

Park call 37, 42, 45, 46
Personal telephone book 50
Pharmacy line 48
Phone book 37, 42, 45, 46, 71
  Clear local telephone book 69
  Delete preset 51
  Edit entry 72
  Local 53
  Look up name 51
  Menu 51, 71
  New entry 71
  New preset 51
Phone settings (Menu) 63
Pick-up 31, 39, 70
  Group 39
  Selective 31, 39, 70
PIN 70
Postdial (DTMF) 27
Power supply 8
PP Subscribe 66
Protection (Menu) 69

R

Radio connection
  Quality 18
  Silent zones 9
RAS 82, 85
Receiver key 23
Redial list 18
Redialling 28, 31
  Calling from a list 34
Remote charges 58
Removing the Driver 86
Reset PP 69
Reset settings 69
Ringer
  off 18
Ringer Settings 64
Ringer settings 63

S

Safety precautions 6
Seizing a line 32
Short messages 18, 23, 61
Signal key 23
Silent charging 68
Softkey
  Arrow keys 21
  Esc 22
  Menu 22
  OK 22
  Redial 22
Softkey Line 20
Softkeys 16, 17, 20
SOS Key 68
Speaker 26
Speed dialling 52
Stand-by time 12
Star key 23
  Using 55
Subscribe handset (PP) 65
Subscriber on hold (Menu) 44
Subscription 14, 15
Symbols 16
System 65

T

Talk time 12
Technical data 90
Tele secretary 40
Telephone book 31, 50
  Making calls from the 34
Telephone lock 28, 69
Telephone options 67
Text lines 19
Three party conference 45
Time 27, 74
Time control 73
Toggling 27, 43, 45, 47
Tone dialling 28

Transfer 43, 45, 47
To external subscriber 44
To internal subscribe 43
Transmission of Call Numbers 29

U

Unparking calls 31
Updating the Software 76
USB Connection 76
Username 69

V

VIP call 39, 41, 71
Initiating 32
Virtual number 40
Visual call indicator 27
Voicebox 72, 73
Call 73
Menu 72
Messages 19, 23
Querying 36
Voicemail system 59
Volume 63
Adjusting during a call 26

Notes

Notes

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